State of Connecticut

RFI-06ITZ0029

Department of Information Technology

Request for Information

For

Telecom Management and Billing System

AMENDMENT # 1
provides the following:

- Vendor Questions and Answers document with Attachments 1-3
- Extends the RFI Response Due Date to Friday, March 31, 2006 @2:00 pm (ET)
- RFI in Word Format on IT Contracts and Purchasing Web Page in the "Notice to Vendors" Section

Note: A signature line has been included below. A copy of this page signed in ink is required with the Proposal to show that vendors have received this Amendment.

_____

VENDOR'S SIGNATURE ACKNOWLEDGING RECEIPT
(This page should be signed and returned WITH PROPOSAL. If vendor fails to submit signed Amendment, vendor will still be responsible for adhering to its content)

APPROVED:_____

JACQUELINE SHIRLEY
DIRECTOR
IT CONTRACTS AND PURCHASING DIVISION

1. Q. **What is the State's total annual communications expenditure for local voice, long distance voice, conferencing, data, wireless services, and calling cards?**

    A. The State expends approximately $25,000,000.

2. Q. **How many distinct vendor invoices and associated line items does the State receive each month for voice, data, wireless services, and calling cards?**

    A. The State receives five primary carrier electronic invoices per month and one carrier provides paper invoices. There are numerous individual miscellaneous paper invoices and several million associated line items.

3. Q. **Provide the number of inventory items to be managed.**

    A. There are approximately 80,000 lines, calling cards, circuits and wireless devices.

4. Q. **Name the carriers and telecommunications vendors used by the State.**

    A. Altura Business Communications Systems, AT&T (separately AT&T and SBC), Business Electronics, Cingular, Shared Technologies, Sonitrol Communications, Sprint/Nextel, Verizon, Verizon Business, Verizon Wireless, Valley Communications, and Woodbury Telephone.

5. Q. **Describe the degree to which the State receives invoices electronically, and the number of electronic and paper invoices received each month.**

    A. Via ftp, CD-ROM, e-mail, and data cartridges. 5 primary carrier electronic invoices per month and one carrier paper invoiced. Other answers contain additional information on this topic.

6. Q. **For paper invoices, will the State expect summary or detail level charges to be keyed in?**

    A. The State expects detail to be keyed in.

7. Q. **Please provide an approximate number of Carrier Agreements that the State of Connecticut maintains.**

    A. The State currently maintains six carrier agreements.

8. Q. **How does the State currently send service requests to Vendors (i.e. Fax, email, etc?)**

    A. The State utilizes courier, fax, and e-mail

9. Q. **Please confirm that the State's accounting system is PeopleSoft.**

    A. The State's accounting system is Oracle/Peoplesoft financial modules v 8.9

10. **Q.** **Recognizing that the existing TBMS system does not include an inventory module where is inventory information maintained today?**

A. Inventory varies by agency and service. There is not a single central inventory.

11. **Q.** **Is inventory maintained centrally or do various State Agencies maintain their own (i.e. Spreadsheets, Access DB's, etc.)?**

A. Inventory is not maintained centrally and varies by agency. Business requirements are for it to be maintained centrally for GASB 34 reporting.

12. **Q.** **Please provide the approximate number of bills that are produced per month for State Agencies.**

A. Approximately 100 agency bills are produced each month, integrating all electronic carrier invoices.

13. **Q.** **What level of detail do the internal bills contain?**

A. The bills contain call detail, time, date, origin, duration, and destination.

14. **Q.** **Please provide the approximate number of existing Carrier electronic billing interfaces that the State is utilizing today (Carrier / Billing System / Media – CD, Web, EDI, etc.)**

A. The State utilizes five interfaces today, one per vendor. These include tape cartridges, FTP, EDI and CD.

15. **Q.** **Please provide the approximate number of non-electronic network vendor invoices that are processed each month.**

A. Approximately 60 invoices are processed per month.

16. **Q.** **Does the State have standards and or preferences for OS and RDBMS?**

A. The State's standards are UDB, Oracle, DB2, and SQL.

17. **Q.** **Provide any available documentation of what the system is currently doing, its functionality and technical specifications.**

A. Current system functionality is described in the TBMS User Reference Manual, which is an attachment to this Question and Answer document, labeled Attachment #1.
Note: This document has not been recently updated.

Current Technology:

VAX/VMS	RMS Files & CDD Repository
VAX Basic,	DCL & VAX Decforms
Software Engineering Tools include	Personal Computers
BOSSset & VAXSET	XML, FTP
Microsoft VB6	Access

18.	Q.	**Provide a business requirements document describing existing features and any additional features needed.**
	A.	These features are described in this Question and Answer document, labeled Attachment #2. The State is interested in learning about other features through this RFI process. If the State decides to issue an RFP, requirements will be updated.
19.	Q.	**Describe the scope of conversion, redesign and re-engineering.**
	A.	The State is interested in determining this through the responses to this RFI.
20.	Q.	**How many users does the application have?**
	A.	The application has approximately 400 users.
21.	Q.	**How large is the database in terms of bytes of storage, size of records in database, number of records?**
	A.	Database information is contained in a spreadsheet that is part of this Question and Answer document labeled as Attachment #3.
22.	Q.	**Does the State want to include other telemanagement functions as part of this RFI (i.e., Order Management, Issue Management, Inventory Management, Infrastructure Management, Cost Allocation, Call Accounting, etc.)?**
	A.	The State is interested in learning about any available functions. Some of these are listed in the business requirements document which has been included in this Question and Answer document, labeled as Attachment #2.
23.	Q.	**Does the State intend on using this system to automate chargebacks to the individual, agency and/or department levels?**
	A.	Yes, the State intends on using this system to automate chargebacks to the individual, agency and/or department levels
24.	Q.	**Could the State provide this RFI as a word document?**
	A.	Yes, the State is providing this RFI as a word document. The Word version of the RFI can be found on the IT Contracts and Purchasing web site in the "Notice to Vendors" section. A link to this section appears below: http://www.ct.gov/doit/cwp/view.asp?a=1306&Q=254998&doitNav=|
25.	Q.	**Would the State be interested in a vendor's sample RFP?**
	A.	The State is interested in any information that responding vendors will provide that addresses the requirements of this RFI.
26.	Q.	**How many total extension/lines does the State manage?**
	A.	The State manages approximately 50,000 extension/lines.

27.	Q.	**How many switches does the State have and from which vendors (Nortel, Avaya, Cisco, and others.)?**
	A.	The State has approximately 450 switches, comprised of Avaya, Cisco, Fujitsu, NEC, Nitsuko, and Northern Telecom products.
28.	Q.	**Does the State have any Centrex lines?**
	A.	The State has approximately 5000 Centrex lines.
29.	Q.	**Does the State currently poll CDR from PBX(s)?**
	A.	Some agencies poll CDR, but this is not done on a statewide basis.
30.	Q.	**How does the State manage move/adds/changes and is this something the State intends to manage with the new system?**
	A.	The State manages this through the current TBMS and it is a business requirement.
31.	Q.	**Does the State have a preference between a system or a service solution?**
	A.	The State is interested in learning about all alternatives.
32.	Q.	**Is there information in the existing system that must be preserved in the migration to a new system? If so, please explain.**
	A.	Yes, but that would be determined during an implementation.
33.	Q.	**Is there an export facility in the existing system that will allow the transition of existing information? If so, how is it done and what are the limitations?**
	A.	No export facility currently exists. Transition would be determined as part of implementation planning.
34.	Q.	**Will the State entertain an additional proposal for audit of the information to be input into the new management and billing system?**
	A.	The State has not requested proposals at this time. The scope of this RFI is to obtain information and the State is interested in any information pertaining to telecommunications management and billing systems and the process of implementing a new system, including ideas for validation or audit of information.
35.	Q.	**Does the State have telephone call accounting system reporting that needs to be integrated into the management and billing system? If so, please elaborate.**
	A.	There will soon be two locations using CommView systems that will need to be integrated. Each location has approximately 400 users.

36. **Q.** **Are anticipated FOIA requests limited to locating call records? If not, please explain the extent of information retrieval that is necessary.**

A. Any records maintained are potentially FOIA eligible.

37. **Q.** **Is there existing network documentation and in what format is it maintained?**

A. Network documentation varies by agency as to the detail and the format. Some of the formats in use are Microsoft Access, Netview/Tivoli, and Visio.

38. **Q.** **Will network documentation be made available to the successful bidder?**

A. The current process is solely a request for information. It has not yet been determined whether the State will issue a bid or RFP. If the State chooses to procure a system, this information will be made available to the degree necessary for implementation.

39. **Q.** **How many points are there on the network (WAN or VPN)?**

A. There are approximately 800 WAN points and 3,000 VPN users.

40. **Q.** **Is there an existing inventory of equipment to be tracked and if so, in what application is it maintained?**

A. The State has inventory information in various applications, but would like the RFI process to illustrate better options for this.

41. **Q.** **Will an existing inventory be made available to the successful bidder, and if not, who will establish the inventory?**

A. The current process is solely a request for information. It has not yet been determined whether the State will issue a bid or RFP. When necessary, any inventory information will be made available. The State is interested in learning about recommended approaches to establish an accurate inventory.

42. **Q.** **At what level of detail is equipment inventory to be tracked, and who will validate the inventory?**

A. This has not yet been established, RFI responses may help determine this.

43. **Q.** **Is there an existing inventory of maintenance agreements to be tracked and will it be made available to the successful bidder? If not, who will establish the inventory and who will validate the agreements?**

A. The current process is only a request for information, and no successful bidder will result at this point. In the event that the State issues a bid or an RFP, there is no single inventory of these agreements, and some agencies track their own. It has not been determined who will track this.

44. Q. Does the State have a specific requirement for PeopleSoft compatibility in excess of the ability to deliver information that can be imported into PeopleSoft?

A. The State has a specific requirement and this will require an XML interface.

45. Q. Does the State have a requirement for managing cellular telephones and related wireless devices? If so, please explain and indicate whether the requirements extend beyond invoice and inventory management.

A. The State is interested in learning about options to manage this through the RFI responses.

46. Q. Are there specific confidentiality or secrecy regulations or requirements that must be observed, and if so, what are they?

A. All records should be considered confidential and security maintained over all inventory, billing and payment records.

47. Q. Section 4.3 and 4.4 of the RFI asks to "Describe the systems ability to maintain confidentiality requirements for protective services telephone numbers." Could you further describe the requirements, and whether there are there additional regulations or requirements that apply to protective services telephone numbers?

A. All records should be considered confidential and security maintained over all inventory and billing and payment records.

48. Q. What are the specific requirements for users with disabilities?

A. Please refer to the State of Connecticut web-site accessibility policy located at http://www.access.state.ct.us/policies/accesspolicy40.html

49. Q. Will the new TBMS be required to process requests from various agencies/employees and then onto vendors?

A. The new TBMS will be required to process requests in this manner.

50. Q. If the new TBMS will be required to process requests from various agencies/employees and then onto vendors, what types of services are to be provisioned through the new TBMS?

A. Services include telecommunications network services as well as all telephone equipment. Services are listed at this link: http://www.ct.gov/doit/taxonomy/ct_taxonomy.asp?DLN=40550&doitNav=|40550|&doitNavGID=1506

51. Q. What is the number of PBX locations that will provide the CDR data (Call Accounting)?

A. Only two locations with approximately 850 staff will provide CDR data at this time.

52.	Q.	**What is the total number of extensions from all PBXs providing Call Accounting data?**
	A.	Only two locations with about 850 staff will provide CDR data at this time, but the State is interested in learning about options to integrate call accounting from additional locations.
53.	Q.	**What is the number of users who will use the Telecommunications Management and Billing System regularly?**
	A.	400 users will use the system.
54.	Q.	**What is the number of users who will access reports via the web, such as cost center managers and others?**
	A.	All 400 users will access reports.
55.	Q.	**Section 4.3 and 4.4 of the RFI asks to "Describe ability to provide calling details related to freedom of information requests". Could the State describe these types of requests?**
	A.	The State is interested in knowing the capability of performing ad-hoc queries in response to requests.
56.	Q.	**After receipt of the RFI responses is it the intent of DOIT to ask the selected qualified bidders to demonstrate their solution?**
	A.	The State has not issued a bid. It is not yet known whether demonstrations will be required as a result of this RFI process.
57.	Q.	**Should the factors outlined in the introduction to the RFI (Cost, Experience and capabilities of the provider, Technical capabilities of the product or service, Time to implement a product or service, Conversion of data from existing systems, Ability of DOIT to return to an in-house system (if desired) after using a service) be addressed in response to the RFI or within an RFP, if an RFP is issued?**
	A.	The State is interested in any information that helps in determining how various systems or services address these points. It is understood that an RFP will allow a much higher degree of precision to be applied to these points by responding vendors.
58.	Q.	**How are shared services allocated/billed to the various agencies today, such as fixed allocation, proportional allocation or other methods?**
	A.	Various methods are employed, including pooled, flat rate, allocated, and direct pass through.
59.	Q.	**Describe the validation process that the State has in place for telecom invoices.**
	A.	The State is interested in vendor recommendations for this.
60.	Q.	**Does the State maintain telecom circuit and service inventory, and in what format?**
	A.	This is not maintained centrally and varies by agency.
61.	Q.	**Does the State maintain vendor contracted rates by service, annual commitments and expiration dates, and if so, in what format?**

A. Yes, this information is maintained on DOIT's web site: http://www.ct.gov/doit/taxonomy/ct_taxonomy.asp?DLN=40550&doitNav=|40550|

62. **Q.** **What is a scope of migration from currently used systems in terms of service requests, telephone numbers, billing reports, and invoices?**

A. This will be determined as part of any eventual implementation.

63. **Q.** **Describe whether historical data has to be migrated, and for how long a period.**

A. This will be determined as part of any eventual implementation.

64. **Q.** **Is it correct that data from the current TBMS system will need to be migrated?**

A. This will be determined as part of any eventual implementation.

65. **Q.** **From what additional systems will data need to be migrated?**

A. None that are known at this time.

66. **Q.** **For any systems from which data will need to be migrated, provide a short description of the data storage format for each of them (e.g. Oracle database, MS Access database, MS Excel spreadsheets).**

A. This will be determined as part of any eventual implementation.

67. **Q.** **For any systems from which data will need to be migrated, provide an estimated quantity of objects to be migrated from each.**

A. This will be determined as part of any eventual implementation.

68. **Q.** **Provide the TBMS system architecture.**

A. More detailed information will be provided in the event that the State issues an RFP. Also see answer to Question # 17.

69. **Q.** **How is data stored within the current TBMS (relational database, dedicated DOID-specific structures of data, etc.)?**

A. Data is stored within Open VMS RMS 11 open indexed and sequential files

70. **Q.** **If a database product is used in the current TBMS, please provide product name and version.**

A. The product is Open VMS RMS 11 open indexed and sequential files

71. **Q.** **If a dedicated application is used in the current TBMS, what are possibilities of data export from this system?**

A. There is a very good possibility for data export from this system.

72. **Q.** **What is the format of data to be exported (e.g. .csv flat files)?**

A. This can be determined during implementation.

73. **Q.** **With what systems should the proposed solution be integrated (e.g. State's accounting system, PeopleSoft, Remedy, others)?**

A. Solutions should integrate with Oracle/Peoplesoft financials v8.9

74. **Q.** **For each of the systems to be integrated with a new system, could the State provide a list of interfaces/APIs together with a short description of its capabilities?**

A. The State is looking for recommendations to gain efficiencies from vendor proposed solutions. The State is currently using Oracle/PeopleSoft financials for its accounting system. The current TBMS system generates vouchers for payments to telecommunication vendors that include distribution of telecom services and administrative cost allocation to each agency. Please refer to the Core-CT web site for a description of the Core-CT voucher interface. Note: There may be some changes due to the version 8.9 upgrade. http://www.core-ct.state.ct.us/elif/ongoing_voucher_inbound_interface.htm

75. **Q.** **Does DOIT have any requirements for project timeline and/or organization (project length, phases, start/end dates)?**

A. These requirements have not been established at this time.

76. **Q.** **Does hardware specification and pricing have to be included in the RFI response, and if so, what are preferable HW platforms?**

A. The State is interested in learning any available information on specifications and budget to the degree possible, but understands that vendors may be unable to provide this information with a high degree of precision at this point. Estimates are acceptable. The State is interested in recommendations for optimum hardware, but may elect to procure this separately.

77. **Q.** **Chapter "1.1 Introduction" mentions the ability of DOIT to return to an in-house system (if desired) after using a service. Does DOIT consider using a solution in production for some time and then, have a possibility to revert to a TBMS system? It is rather unusual scenario, so that we would like to make sure that our understanding is correct.**

A. The State has made no determination and is interested in information about learning the advantages or disadvantages of any available options.

78. **Q.** **Chapter "2 Current Environment" mentions that "The State utilizes a great variety of telecommunications products and services from numerous service providers. These services include switched and dedicated services, voice, data, and wireless services." Does DOIT own any telecommunication equipment that is used to provide services to**

DOIT customers?

A.   DOIT owns data communications equipment and network facilities that are used to provide services to customers. DOIT's customers own their own voice equipment and network facilities, but DOIT processes orders and payments on their behalf and is responsible for inventory management for the statewide telecommunications infrastructure.

79.   Q.   **Does DOIT do any configuration or setup of telco equipment in order to provide services to its customers, or is all setup of services done by service providers such as Sprint, Verizon, and others?**

A.   DOIT and service providers configure and set up telecommunications equipment and network facilities that are used to provide services to customers.

80.   Q.   **How much detail does DOIT store for all services provided to DOIT customers, and does this include only start/end nodes, service parameters, or also additional service details, such as lists of segments of SONET circuits, list of nodes on the route, list of fibers used, or other details?**

A.   This level of detail is stored by operational units, but not by the current billing system.

81.   Q.   **Does DOIT send telecommunications billing to all its customers (State agencies) based on billing records received from service providers, or do the providers send the billing records directly to the State agencies, with the records sent to DOIT and DOIT then distributing them among the State agencies?**

A.   Billing records are sent directly to DOIT who is responsible for direct charging them back to user agencies and for making payment to the vendor

82.   Q.   **Does DOIT add any charges (mark up) to service prices obtained from the service providers before sending them to the State agencies?**

A.   Yes, DOIT marks up the bills with an overhead fee in some cases.

83.   Q.   **Does DOIT provide billing for any call-based services (billing for individual calls or service usage events), or does DOIT bill only for inventory-based services (e.g. flat monthly rate per circuit).**

A.   DOIT provides billing for both of these services.

84.   Q.   **If DOIT bills for any call-based services (e.g. billing for individual phone calls), would proposed systems have to generate such a billing, or to verify such a billing?**

A.   Systems would have to perform these functions.

85.   Q.   **If proposed systems bill for call-based services, CDR records would need to be loaded. If so, provide how many CDR formats would have to be loaded into our system and how the CDR will be provided to us (we assume that we will not have to download them directly from switches).**

A. 5 different CDR formats are currently received (5 different vendors); a 6th is in paper format currently. The CDR would be provided via ftp, CD-ROM, e-mail, and data cartridges.

86. **Q.** **The RFI mentions allocation of shared network services. What does DOIT mean by "allocation" of services, and provide examples of the "services" and whom the services are allocated to.**

A. Allocation refers to cost allocation of bulk-billed shared services to the using agencies. Examples are pooled wireless services, pooled centrex services, and shared OC3 circuits. These are allocated to various using State agencies.

87. **Q.** **Is the mention of allocation of services about ordering new services from service providers and giving State agencies rights to use these services?**

A. No, allocation refers to cost allocation of bulk-billed shared services to the using agencies

88. **Q.** **The RFI mentions "Create monthly charges by agency accounts for input into the State's accounting system, where this information is used to charge the agency account and make payment to vendors." How should information about charges be provided to the State's accounting system?**

A. The State has a custom designed ongoing voucher interface to Oracle/Peoplesoft using XML.

89. **Q.** **Should information about charges provided to the State's accounting system be accomplished via .txt files, or should an on-line interface should be used?**

A. An on-line interface should be used.

90. **Q.** **Provide a description of the interface technology to be used for the interface to the State's accounting system.**

A. The interface technology is secure ftp.

91. **Q.** **The RFI indicates that "There are many manual processes that must be done outside of the TBMS system including, receipt and payment of telecommunications equipment invoices and non-electronic network vendor invoices, master file updates, and contract rate verification." Does DOIT expect all these manual processes to be automated by our system?**

A. The State is interested in any available options. This capability would be beneficial as business requirements are for all processes to be accomplished with as little manual intervention as possible.

92. **Q.** **If only some of the many manual processes that must be done outside of the TBMS system are supposed to be automated by our system, please provide a list of them.**

A. Business requirements are for all processes to be accomplished with as little manual intervention as possible.

| 93. | Q. | **What kinds of verification of invoices, rates, billing statements or other items are supposed to be done by our system? The RFI mentions "contract rate verifications" but this is not explained.** |

| | A. | The State is interested in alternatives that vendors could suggest. Contract rate verification means verifying that the rates on the State contracts with these vendors are the rates that are invoiced. |

| 94. | Q. | **Are vendors' systems supposed to verify correctness of inventory-based invoices received from individual vendors (inventory-based invoice reconciliation)?** |

| | A. | Yes. The State is interested in alternatives that vendors could suggest. |

| 95. | Q. | **Are vendors' systems supposed to verify call-based billing (verification call by call) for individual telephone numbers (call-based billing reconciliation)?** |

| | A. | The State is interested in alternatives that vendors could suggest. |

| 96. | Q. | **The RFI indicates that "TBMS contains no inventory module." Since it seems that a network inventory module would be needed to correctly perform services management and billing verification (inventory-based billing), should we offer information about a network inventory module to DOIT?** |

| | A. | The State is interested in information about an inventory module. |

| 97. | Q. | **Chapter "4.1 System Purchase versus Service Solution" indicates that "The respondent should describe the differences, benefits, and detriments contrasting purchase, implementation, and ongoing use of a State-purchased system versus the State's use of a contracted service to accomplish the same functions. If appropriate, describe whether and how a combination of a service and system might be used." What exactly does DOIT mean by "contracted service"? Does this mean a "Full ASP (Application Service Provider) mode" where the provider maintains system hardware and software components, and performs all day-to-day operation and management of the system (introducing data into the system, receiving services requests, billing verification, producing service bills, and other functions); or does this mean "ASP mode": we maintain system hardware and software components, but all day-to-day operations of the system are carried out solely by DOIT.** |

| | A. | The State is interested in learning about any available options. |

| 98. | Q. | **The RFI indicates that "The respondent should identify the quantity and qualifications of State staff resources that would be needed to operate and manage the contracted service solution and/or the State-owned system solution." In order to estimate the quantity of State staff resources we need to know average quantities of typical day-to-day operations, including quantity of service requests per week, quantity of other requests per week (e.g. service modification), quantity and types of billing data received** |

from vendors per month, and quantity of customers that will be served by the system.

A.   There are 400 customer users of the system (agency users authorized to input orders), 150 requests per week, and 4000 (paper) invoices per year. Other operational information that may be helpful is also provided in response to other questions.

99.   Q.   **Chapter "4.2 Costs: System versus Service" indicates "For customers of similar size and complexity as the State of Connecticut, identify the estimated cost of purchase, conversion, and operation of both a service and system as a percentage of the monthly telecommunications bill." Describe the size and complexity of the State of Connecticut as related to the Telecommunications Management and Billing System, including the average current (and estimated for future) quantity of individual types of new requests per week, quantity of individual types of services that should be stored in the system (e.g. how many leased lines should be stored in the system), and the current (and estimated for future) quantity of customers that are served by the system.**

A.   There are 400 customer users of the system (agency users authorized to input orders), 150 requests per week, 4000 (paper) invoices per year. Other operational information that may be helpful is provided in response to other questions.

100.   Q.   **Chapters "4.3 Service Solution" and "4.4 State-Owned System Solution" indicate "The respondent should indicate whether their contracted service could allow the State to make payments directly to telecommunications vendors."**
What does DOIT mean by "make payments directly to telecommunications vendors"?

A.   Payments will be made through the State central accounting system (Oracle/PeopleSoft v 8.9)

101.   Q.   **Chapters "4.3 Service Solution" and "4.4 State-Owned System Solution" indicate "The respondent should indicate whether their contracted service could allow the State to make payments directly to telecommunications vendors."**
Is our system supposed to interface with some bank systems in order to send money directly to DOIT vendors? If so, please provide more details about these capabilities of the system (e.g. what banks we should interface with and what interfaces are we supposed to use). If this is not the case, describe what is meant by "making payments".

A.   Vendor systems are not expected to interface with bank systems. Payments will be made through the State central accounting system (Oracle/Peoplesoft financial modules v8.9)

102.   Q.   **The RFI mentions removal of any incorrect charges such as taxes, ancillary charges, installation charges that should be waived, or other overcharges. Will the required solution be responsible for calculating any US taxes, and if so, could the State list them?**

A.   The required solution would not be responsible for calculating any US taxes.

103.   Q.   **The RFI mentions obtaining billing credits and refunds on behalf of the State when required. What is meant by "obtaining" credits and refunds and does it mean collecting money using interfaces to bank systems?**

A.   This does not mean interfacing with bank systems. Obtaining credits and refunds would most likely be an option of a service solution, but the State is interested in learning about any available alternatives.

104. Q. **Chapters "4.3.1 Service Solution Architecture" and "4.4.1 State-Owned System Architecture" indicate that the respondent should describe the systems application and technical architecture and security features and describe the systems ability to maintain confidentiality requirements for protective services telephone numbers. Describe what kind of "confidentiality requirements" are meant and provide some examples of such requirements.**

A. All records should be considered confidential and security maintained over all inventory and billing and payment records.

105. Q. **The RFI requests a description of the systems ability to distribute lump sum credits and adjustments. Does this mean a distribution of <u>information</u> about credits and adjustments among the State agencies and can we assume that this requirement has nothing to do with distribution of money by our system?**

A. That is correct.

106. Q. **Provide a copy of the corporate wireless policy or indicate that help is needed to create and implement one.**

A. The policy is available at the link: http://www.ct.gov/doit/cwp/view.asp?a=1245&q=294100

107. Q. **How many of each type of employee liable/expensed wireless devices exist and indicate if there is a desire to convert them to enterprise liable.**

A. All devices are enterprise liable.

108. Q. **Provide the information to complete the table below concerning staffing:**

Facility Types	Qty.	Est. Employees	Co-located With
Corporate HQ			
R&D Centers			
Cust. Svc. Centers			
Repair Facilities			
Regional Offices			
Sales Offices			
Manufacturing Plants			
Distribution Centers			
SOHO			

Estimate the quantity of employees at the various facilities.
If there is a large difference between facilities of the same
type, you may choose to list them individually
"Co-located with" means that multiple functions share a single facility or campus.
Indicate if uploads to more than one accounting system will be needed. NO

A. The State has approximately 50,000 employees located at about 600 locations.
This ranges from locations with fewer than 5 people up to locations with 1,200 staff.
Additional information about Executive Branch agencies is located at the link:
http://www.ct.gov/ctportal/cwp/view.asp?a=843&q=246450

109. Q. **Provide the information to complete the table below concerning invoices:**

Service Provider	Type of Service	Quantity of Invoices			Est. Monthly Spend
		Paper	Electronic		
			Qty.	No. Sub Accounts	

A. The State cannot respond promptly with this information in this format at this time. Some of this information is contained in response to other questions, particularly in response to the question below.

110. Q. Provide the information to complete the table below concerning invoices:

Service Provider	Type of Billing		Cellular Telephones		Air Cards		Blackberry		TREO	
	Paper	Electronic	Qty.	Mo. Spend	Qty.	Mo. Spend	Qty.	Mo. Spend	Qty.	Mo. Spend

A. The State cannot respond promptly with this information in this format at this time. Some of this information is contained in response to other questions, and some in the table below:

Service Provider	Service Type	Number of Monthly Invoices
AT&T (legacy)	Telephone	4835
AT&T (SBC)	Telephone	115742
AT&T (SBC)	Circuit	6790
Cingular	Wireless	1565
Nextel	Wireless	4232
Verizon Business (MCI)	Telephone	4225
Verizon Business (MCI)	Calling Cards	2065
Verizon Wireless	Wireless	1888

111. Q. Approximately how many different "service offerings" (normally known as USOCs) does the current TBMS system have and how many are active?

A. There are 5600 in the system, but only 1200 are actively billed.

112. Q. Approximately how many "bill" cycles does the current TBMS system have and how many "bills" are created per cycle?

A. There is currently one billing cycle and approximately 100 bills are created.

TBMS User Reference

For the Telecommunication Billing Management System

09/13/94

Contents

Accessing TBMS On-line Help

F1 Key

To display **help** information about the Telecommunication Billing Management System, (TBMS), press the **F1** key. If your cursor presently resides on a TBMS menu (and appears as a highlight bar), pressing F1 displays help information about the highlighted menu topic. Within a TBMS screen, press F1 to reveal information about a particular field. (Your cursor must reside on the field you wish to receive help on).

Help option

offload\quic0031.wmf
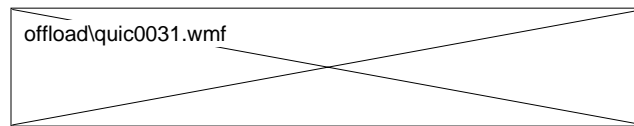
The TBMS Help option

Using your mouse, click on the Help option of the TBMS menu bar (or use the TAB key or right arrow key to move to the Help option and press Enter). The **Help Index** will appear, allowing you to select a help topic and obtain information.

The Help Index displays a list of help topics which you can point and click on to obtain further information about a particular TBMS topic.

Various help screens contain one or more **underlined** words or phrases, along with a list of '**Related Topics**' to choose from. They are referred to as 'jump' topics because the help system 'jumps' to a different help screen which contains the appropriate information. To examine an underlined or related topic, point to it and click. (You'll know you are pointing to a jump topic because the cursor shape changes from an arrow to a finger-pointing hand).

Clicking on a **dotted underlined** word or phrase will initiate a **pop-up definition**. Pop-ups are different than jumps because the help screen does not change. Rather, a box appears, usually containing a definition or brief explanation of the topic. Click on another part of the window to close the pop-up box. If you don't have a mouse, press Tab to move the highlight bar, then press Enter.

Underlined, dotted underlined, and related topics are displayed in a different color text (the default is green).

To look up help information regarding a specific word or phrase, click on the '**search**' button. Either type a word or click on one of the words listed then click on 'Show Topics'. Move the highlight bar (via mouse or keyboard) to the desired topic and choose 'Go To'.

TBMS Overview

Purpose

The Telecommunication Billing Management System (TBMS) provides a central-computerized, timely means of recovering charges from state agencies for bulk billings from SNET, AT&T, and other telecommunication vendors. TBMS supports SNET Billing Plus, LINX, FX, and AT&T SDN input data.

The first half of this overview contains information on TBMS basics, such as menus, screens, and important keys.

The second half provides a brief description of the TBMS functions, which can be broken down into three areas: File Maintenance, Billing Cycle Related, and Processing/Reporting.

Logging on and off the TBMS System

Logging on (Client/Server version TBD)

From the DAS Telecommunications **Auto menu** screen, select the **BOSS ACCESS** option. Type in your PC password and press the **Enter** key.

Press the **Enter** key again to acquire the **BOSS>** prompt. Type **C** and press the **Enter** key. (C represents the 'Connect' command, which connects to the VAX system).

The system prompts you for your **USERNAME:**. Type your assigned username, which should be in the form of **TB_xxx_TBMS**, where **xxx** represents your **initials**. Press the **Enter** key after typing in your username.

The next prompt is **PASSWORD:**. Type your **eight character password**. Please note your password will not appear on the screen for security reasons. Press the **Enter** key after entering your password.

You can change your password as often as you like, but the system *requires* that you change your password every six months. Also, the system does not allow a password to be repeated, so each new password must be unique.

A dollar sign (**$**) prompt indicates you have successfully logged onto the VAX. From the dollar sign prompt (**$**), type **TBMS**, followed by the **Enter** key, to access the TBMS.
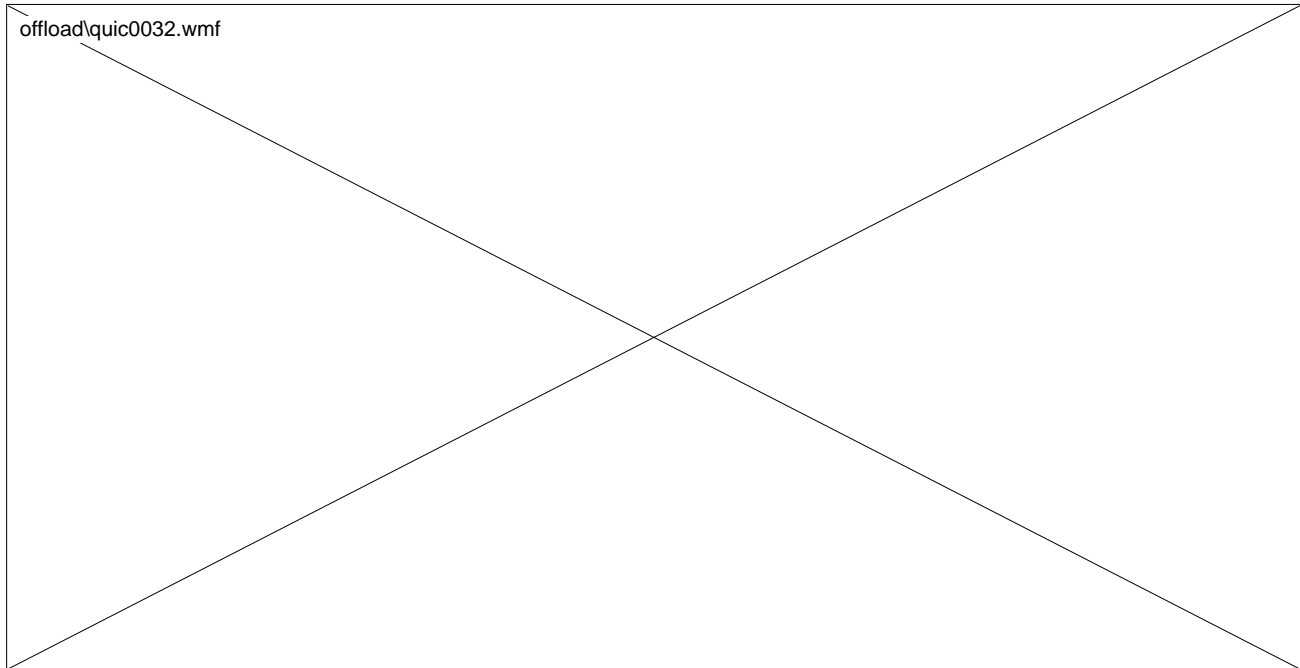
Logging Off

While in TBMS, exit the system by pressing **CTRL Z**. At the dollar sign prompt (**$**), type **LOG** and press the **Enter** key. The **BOSS>** prompt indicates you are successfully logged off the VAX system. To return to your **Auto Menu**, press the **SET UP** key followed by **E** (for **E**xit).

TBMS Windows

The basic layout of the TBMS windows is described below.

offload\quic0032.wmf

Example of a TBMS screen

Title Bar

Located at the top of a window, the title bar contains the name of the application.

Menu Bar

Displays the main menu options of the TBMS. An example of a TBMS menu is displayed below. Use your mouse to point and click to the option you wish to execute, or use your arrow keys to move the highlight bar horizontally or vertically and press the ENTER key when the desired option is highlighted. In addition, each menu option contains an underlined character key and can be executed by pressing the ALT key and the appropriate underlined character. The status bar displays an explanation of the current menu option.

offload\quic0033.wmf

Example of a TBMS menu
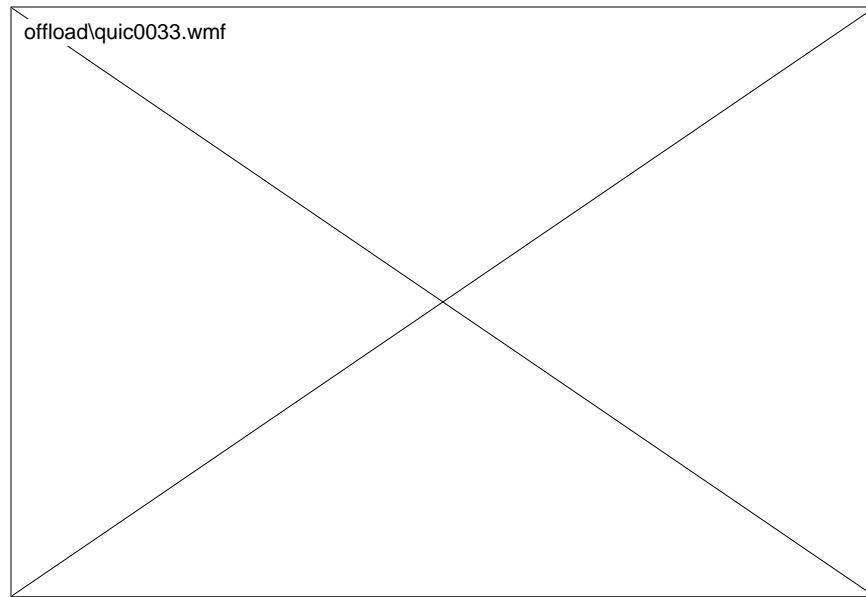
Application Control Button (Menu)

A menu that includes commands with which you can control the size and position of the window and switch to another application. To display the menu with keys, press ALT and the SPACEBAR.

Maximize Button

Located at the right end of the title bar in application and screen windows that are not fully enlarged, clicking on the Maximize button enlarges the screen. Maximized windows have no border.

Minimize Button

Clicking on the Minimize button reduces the TBMS window to an icon. To resume, double click on the icon.

Checkbox/Option Button

Checkboxes and Option Buttons allow you to click on one or more items within a list. Once selected, either an '**x**' or '•' appear, representing a checkbox or option button respectively. Option Buttons indicate only one of the options listed can be selected. Checkboxes indicate one or more options within the list can be selected. Selections toggle, so clicking on them again erases the selection.

Scroll Bar

```
Offload\quic0002.bmp
Scroll bar
```
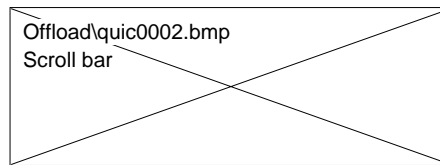
Example of a scroll bar

A scroll bar contains a list of valid inputs for the field. Click on the down arrow to display the list, then click on your selection or press Enter from within the list.

Screen Input Area

The **Screen Input Area** displays fields of which information can be entered or displayed. Use the arrow keys, TAB key, or mouse to move your cursor through this area.

Mandatory fields: Mandatory fields require input and cannot be left blank. If you attempt to file your current entry, and have left a mandatory field blank, the TBMS displays an error message and places your cursor on the mandatory field, awaiting input. Some fields are linked to a database and will only accept codes defined within the database. However, most of these fields are scroll bar types that allow you to pick and choose from a list.

Optional fields: Optional fields do *not* require input and may be skipped and left blank.

Screen Option Buttons

Each TBMS screen contains one or more of the following options:

```
offload\quic0001.wmf
```
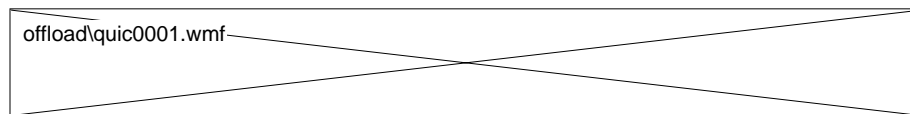
Example of screen option buttons

The screen options listed above contain an **underlined character key** and can be executed by pressing the ALT key and the appropriate underlined character key. Each screen option button is described below:

Add

To add a new entry; The cursor will be placed on the 1st field of the Screen Input Area.

Delete

To delete an entry; The system prompts you for the record identifier.

Find

To search for and display a particular entry or group of entries; The system displays a 'query builder' screen (displayed below), allowing you to enter search criteria for a particular record or group of records. The screen is comprised of scroll bar fields. Click on the down arrow to view your options for the search criteria. The following example is searching for telephone records containing either telephone numbers or billing numbers greater than 566-4000. Once

the system finds records within that criteria, it selects only those records with an install date before 01-01-90. At any time you can click on the 'clear' button to erase a search criteria and start over.

offload\quic0004.wmf
query builder screen
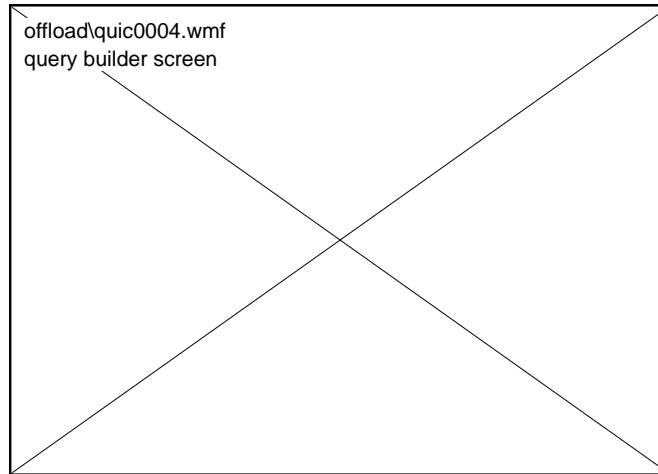
Sample of query screen

List

To list all existing entries.

Next

To show the next entry based on numerical order of the record identifier.

Prev

To show the previous entry based on numerical order of the record identifier.

Print

To print a hardcopy or view from you terminal screen, a selected report or group of reports.

Update

To update (change information on) an existing entry; The system prompts you for a record identifier.

Exit

To exit the screen and return to the menu. Exit from the File menu exits from TBMS.

Ok

To file the current entry; After you input information on the last field of the Screen Input Area, the cursor moves to the OK option; Press ENTER to file *or* move to the Cancel option to not file.

Cancel

To *not* file the current entry; At any field within the Screen Input Area, pressing CTRL X moves the cursor to the Cancel option.

TBMS Keys

Underlined Character Keys

The names of TBMS menu and screen options contain one underlined character. You can execute an option quickly by holding down the **ALT key** and pressing the appropriate underlined character key. Do not release the ALT key if you wish to continue this method on further options. For example, ALT   F, I, L will bring you directly into the File - Circuit - Location Codes screen.

Control (CTRL) keys

Control (CTRL) keys are another shortcut in executing options. They are assigned to frequently used menu options, such as File - Telephone (CTRL T). To use this shortcut, hold down the CTRL key and the appropriate keyboard letter. The following lists all TBMS control keys.

File Options:	Calling Card	CTRL D
	Circuit Info	CTRL F
	Telephone	CTRL T
	Exit TBMS	CTRL X
Billing Options:	Adjustment	CTRL A
	Ty Summary	CTRL L
Report Options:	View/Print	CTRL V

Most **CTRL keys** are used to initiate a TBMS <u>menu</u> option. However, the following CTRL keys are exceptions:

CTRL X	Escapes from screen input area to screen options
CTRL Y	Interrupt/Exit out of TBMS
CTRL C	Interrupt/Exit out of TBMS
CTRL W	Refreshes screen

Arrow keys

Arrow keys can be used to move back and forth between menu and screen options, or through the screen input area.

Arrow key	Direction	Moves to..
Down arrow	forward	next screen field
Right arrow	forward	next character or menu option
Up arrow	backward	previous field

Left arrow   backward   previous field or menu option

The **Tab key** also moves forward to the next field or option.

Using The Mouse

Using the mouse, you can point and click anywhere on your window. If your mouse has more than one mouse button, use the left mouse button unless specifically told otherwise.

Slide the mouse over a flat surface in the direction you want the pointer to move. The pointer does not move when the mouse is lifted up. Move the mouse so the pointer is positioned at an option. (This is referred to as '**point**ing'). While pointing to an option, quickly press and release the left button of the mouse. (This is referred to as **click**ing). Double-clicking involves pointing to an item and quickly pressing the left mouse button twice.

To '**drag**', position the pointer, press and hold down the left mouse button while you move the mouse to the desired location then release the left button.

The mouse pointer changes shape depending on where you point to." **I** " indicates the pointer is in text (input) area and where you want to begin typing.

The *arrow* indicates the pointer resides on a menu, inactive window, or scroll bar. Use this pointer to choose a menu or command.

The *hour glass* indicates the program is performing a task that will take a few seconds.

The *four-point arrow* appears when you select the 'size' option to resize the window.

TBMS Files

The files that comprise the Telecommunications Billing Management System can be broken down into two categories: **master files** and **secondary files**.

Master files are the Telephone and Agency files because telephone and agency data interrelate with all other information maintained by TBMS. Therefore, timely maintenance of the master files is essential to the generation of accurate agency bills. Master file data is ongoing.

The TBMS **secondary files** (DCOSS, USOC, and Vendor) usually remain static. For the most part, these files contain acronym definitions that feed the master files.

File Options Overview

Telephone Master File

The Telephone Master File is broken down into three separate screens in TBMS for simplicity purposes. The screens are:

1. Telephone
2. Calling Card and
3. Circuit

Each telephone record indicates whether a given phone number is active, identifies the billable agency and associated appropriation account code, and contains information utilized in the allocation process.

The files were developed to maintain current as well as historical information.

The combination of 'installed' and 'removed' dates create a unique history record for each telephone number by establishing the date range for which the record's information is valid. All charges received for a particular voice line, data circuit or calling card are allocated based on date information.

All voice line, data circuit and calling card records have an agency code, subagency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure, further explained in the following section.

Agency Master File

The Agency Master File was developed to track data on state agencies associated with the current TBMS billing process. Unlike the telephone master file, historical data is not tracked.

The agency master file is broken down into two screens: Info and Budget Code. The agency information and budget code databases feed the telephone database.

Agencies identify separate billing units with a 5 level functional breakdown to allow flexibility for planning, allocating and administering telecommunication costs. These levels are:

1. Agency code
2. Sub-Agency/Bureau code
3. Division code
4. Section code and
5. Unit code

The **Agency Information** database stores this information, along with an associated agency contact name, phone number, and mailing information. Agency's establish and report budget coding structures to the TCU, who maintain the agency master file.

The **Agency Budget Code** database maintains budget codes for appropriation, allocation and payment of telecommunication related charges. A valid agency budget code (referred to as the agency appropriation account code) record must exist prior to the entry of a voice line, data circuit, or calling card record with information identifying the agency appropriation account code allocation.

The Agency Allocation Code associates the appropriation account code with the various voice lines, data circuits and calling cards. TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

DCOSS, USOC, Vendor Secondary files

The secondary files were developed to store telephone and vendor information that primarily remains static. The files that can be categorized as secondary are DCOSS, USOC, and Vendor.

DCOSS (Dedicated Central Office Switched Service) allows direct dialing to other voice lines without the need of dialing an exchange. Currently, there are 9 DCOSS centers for the State of Connecticut.

USOC (Universal Service Order Code) is an international standardized code for identifying specific equipment types or services. Each equipment item on SNET's Billing Plus tape is identified by an SNET USOC. Along with the USOC is the unit cost and quantity. The unit cost is not consistent and may vary depending on where the equipment is located. TBMS assigns each equipment item a USOC type based on the SNET USOC. It is through USOC

types along with the quantity and cost of the USOCs within those types, that equipment items are billed.

An additional categorization called a 'USOC group' facilitates equipment allocation reporting.

Similar to the SNET USOC, the State USOC is used by the allocation process to apply a charge to a specific voice or data circuit.

(See Appendix A 'Telecommunication Billing Methodology' for more information)

The Vendor files are broken down into State and Telecom. The State Vendor database is maintained by another software system and is available through display only. Telecom contains codes and descriptive names of telecommunication vendors with whom the state does business.

Billing Cycle Related

Billing options and System options can both be categorized as 'billing cycle related' because information entered or displayed in each screen pertains to, or keys off of, a specific billing cycle date. A brief description of the options are as follows.

Billing Options Overview

Tape Log

The Tape Log screen allows the TCU to input pertinent tape and/or cartridge information. This refers to the magnetic media the TCU receives each month from Telecommunication vendors such as SNET and AT&T.

Ty Summary

The TY Summary screen allows input of SNET TYA Summary Bill data. (TYA Summary Bill is synonymous with the term Blanket Bill). The TYA Summary Bill data is the actual accounting of charges presented by SNET to the State of Connecticut for payment by the Comptroller. Unfortunately SNET does not currently provide the TY Summary data in any electronic or magnetic media form. It is received on printed paper only.

The TY Summary database maintains all of the data that is required to generate the TY Summary report. The TY Summary report is used for reconciliation of TBMS allocated telecommunication costs with the SNET bill. The TY Summary database also maintains data required to appropriately allocate costs associated with POCP (1-800 inbound) duration's (monthly total minutes usage billed under these services).

Adjustments

The Adjustments screen allows the TCU to create entries for adjusting amounts billed to state agencies during the allocation process. The adjustments affect the bottom line of the bill and the amounts reported to the Comptroller for payment. The adjustments are applied only to the particular billing cycle entered with the adjustment record. Adjustments which are to be applied to more than one billing cycle must be entered for each of the appropriate billing cycles.

If the adjustment is associated with a specific voice line, data circuit, calling card, or agency, the information will appear on the appropriate agency's detail bill. If the adjustment is to an allocation process only, it will be applied to that allocation process algorithm calculation and affect charges to all agencies.

Adjustments may be required based on an agency's request or based on information reported during the TBMS billing process. Because adjustments affect the bottom line of the bill, it is essential that all entries are accurate and timely.

Blanket Cost

The Blanket Cost screen is used for input of the total blanket bill amount for each vendor, for each billing cycle. The total amount of charges billed out to individual state agencies must total and tie back to the total blanket cost.

System Options Overview

Defaults

The Defaults screen allows the TCU to define a current billing cycle for TBMS to accept or display information. The screen also allows the defining of VAX directory specifications that inform TBMS programs where file and database information is stored.

Bill Cycle

The Bill Cycle option is used to define the current billing cycle. The option contains a "Message To Agencies" field which prints on all agency bills. The screen also contains directory specification fields informing TBMS programs where to store tape/cartridge input and processed data.

Processing/Reporting

The Report options of TBMS enable processing and reporting of specific billing cycle information, along with listings of master file and secondary file data.

The Process Request screen displays a list of available TBMS processes to choose from. These processes must be selected first. After processing has completed, reports can then be requested.

The View/Print screen displays a list of available reports in which one or more may be selected to view on your terminal screen or print in hardcopy form. Most reports are used to verify and review input and processing information pertaining to a billing cycle or file maintenance. The agency bills are printed via this option.

Most reports print to the CATER high speed printer and are delivered to the TCU.

TBMS Options

File

Telephone

To add, update, delete, or display a telephone entry:

Each field of the Telephone screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Telephone screen, and press the F1 key.

Each field of the Telephone screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Telephone screen is from a **Telecommunications Service Request form (TSR) DAS-44**.

offload\quic0003.wmf
TBMS FIle - Telephone screen
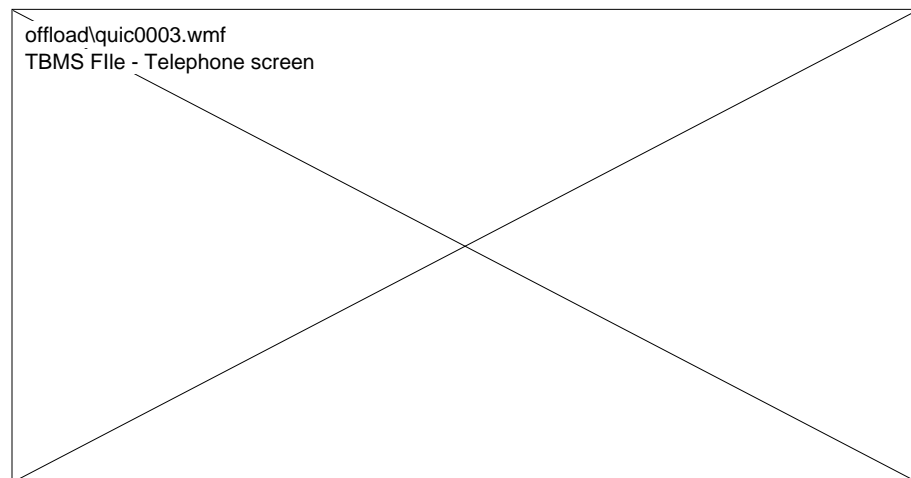
Example of TBMS File - Telephone screen

Telephone

3 digit area code, followed by 3 digit exchange, and 4 digit extension, representing valid voice line number

---

Billing

3 digit area code, followed by 3 digit exchange, and 4 digit extension, representing the Billing Telephone Number (BTN) that SNET charges. Several telephone numbers may fall under one billing number.

Installed

Date field: 2 digit month, 2 digit day, 4 digit year; If skipped, the system inputs the present date. The 'Installed' field establishes the beginning date range for which the record's information is valid. All charges received for a particular voice line, data circuit, or calling card are allocated based on date information.

FX Equipment

Checkbox: Click on or press the select key if the telephone number is FX equipment. This refers to the telephone number being linked to FX data, containing long distance records and charges

Removed

Date field: 2 digit month, 2 digit day, 4 digit year; The 'Removed' date represents the end date for valid information pertaining to the telephone record.

Billing Type

Scroll bar: Click on the down arrow for a listing of acceptable Billing Types, then click on your choice to input. The Billing Type is a 2-digit code that determines how charges will be processed during the allocation phase and how charges will be reported.

The **Billing Type codes** are:

00 Regular Billable

BT Master Billing Number, reportable on Summary Report only.

8C Master Billing Number for **1-800** lines, reportable on Summary Report, amount also picked up into Agency Summary billing allocation for total duration and charged back to the appropriate agency at in-bound long distance rate. (current rate $0.075 per minute)

CP **C**ellular **P**hone (LINX)

PS **P**OCP & **S**DN billable only

SP Master Billing Number for **S**emi-**P**ublic phone, reportable on Summary Report, amount also picked up into Agency Summary billing allocation and charged back as a pass-through amount to the appropriate agency.

99 Non-billable

Agency

4 digit code; 'Agency' is used to identify the agency/sub-agency/etc. responsible for the telephone number; A valid agency code must exist in the agency database prior to adding an associated new telephone number through the Telephone option; The 'Agency' code is the first of a 5-level divisional breakdown; All voice line, data circuit and calling card records have an *agency code*, sub-agency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Sub-Agency/Bureau

4 digit code; The 'Sub-Agency/Bureau' code is the second of a 5-level divisional breakdown, and identifies the sub-agency or bureau responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, *sub-agency/bureau code*, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Division

4 digit code; The 'Division`' code is the third of a 5-level divisional breakdown and identifies the agency division responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, *division code*, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Section

4 digit code; The 'Section' code is the fourth of a 5-level divisional breakdown, and identifies the agency section responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, *section code* and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Unit

4 digit code; The 'Unit' code is the last of a 5-level divisional breakdown, and identifies the agency unit responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, section code and *unit code* associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Agency Allocation

3 digit code. The allocation code links the telephone, calling card, circuit, or cellular phone number to the agency appropriation account accounting code to be charged. The TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

Comment

Up to 40 characters may be entered here for an informational comment regarding the voice line number.

Installed TSR

Format = nnnnn- n, where 'n' represents a numeric code representing the assigned Telecommunications Service Request (TSR DAS-44) number for the install of the voice line number. The first 5 digits are an assigned number. The last digit (after the space/hyphen) represents the year (ex: 4 for 1994).

Removed TSR #

Format = nnnnn- n, where 'n' represents a numeric code representing the assigned Telecommunications Service Request (TSR DAS-44) number for the removal of the voice line number. The last digit (after the space/hyphen) represents the year (ex: 4 for 1994).

Calling Card

To add, update, or display a calling card entry.

Each field of the Calling Card screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Calling Card screen, and press the F1 key.

Each field of the Calling Card screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Calling Card screen is from a **Calling Card Application form** (**DAS 49**).

Calling card numbers and PIN's (Personal Identification Numbers) are assigned through TCU. The PIN is a 4 digit code and requires strict security.

Calling Card Number

Area code 620, exchange 1xx, followed by 4 digit extension. The calling card number issued (the number appearing on the calling card)

Billing

3 digit area code, followed by 3 digit exchange, and 4 digit extension, representing the Billing Telephone Number (BTN) associated with calling card that SNET charges.

Issued

Date field: 2 digit month, 2 digit day, 4 digit year; The system inputs the current date if field is skipped. The field identifies the date the calling card was issued.

PIN

4 digit code, representing the Personal Identification Number.

The PIN requires strict security.

Cancelled

Date field: 2 digit month, 2 digit day, 4 digit year

The 'cancelled' date reflects the end date range for the calling card.

Employee Name (Last, First)

Last name - up to 20 characters, First name - up to 15 characters

The employee responsible for the calling card; Authorizes the calling card report to pay for card usage.

Billing Type

Scroll bar: Click on the down arrow for a listing of acceptable Billing Types, then click on your choice to input. The Billing Type is a 2-digit code that determines how charges will be processed during the allocation phase and how charges will be reported.

The **Billing Type codes** are:

> **00** Regular Billable
>
> **BT** Master Billing Number, reportable on Summary Report only.

8C Master Billing Number for **1-800** lines, reportable on Summary Report, amount also picked up into Agency Summary billing allocation for total duration and charged back to the appropriate agency at in-bound long distance rate. (current rate $0.075 per minute)

CP **C**ellular **P**hone (LINX)

PS **P**OCP & **S**DN billable only

SP Master Billing Number for **S**emi-**P**ublic phone, reportable on Summary Report, amount also picked up into Agency Summary billing allocation and charged back as a pass-through amount to the appropriate agency.

99 Non-billable

Agency

4 digit code; 'Agency' is used to identify the agency/sub-agency/etc. responsible for the calling card number; A valid agency code must exist in the agency database prior to adding an associated new calling card number through the Calling Card option; The 'Agency' code is the first of a 5-level divisional breakdown; All voice line, data circuit and calling card records have an *agency code*, sub-agency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code string to which charges will be applied. The combination of these codes defines the agency structure.

Sub-Agency/Bureau

4 digit code; The 'Sub-Agency/Bureau' code is the second of a 5-level divisional breakdown, and identifies the sub-agency or bureau responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, *sub-agency/bureau code*, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Division

4 digit code; The 'Division`` code is the third of a 5-level divisional breakdown and identifies the agency division responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, *division code*, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Section

4 digit code; The 'Section' code is the fourth of a 5-level divisional breakdown, and identifies the agency section responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, *section code* and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Unit

4 digit code; The 'Unit' code is the last of a 5-level divisional breakdown, and identifies the agency unit responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, section code and *unit code* associated with them to determine the state agency appropriation

account code to which charges will be applied. The combination of these codes defines the agency structure.

Agency Allocation

3 digit code. The allocation code links the telephone, calling card, circuit, or cellular phone number to the agency appropriation account code string to be charged. The TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

PIN Change date

Date field: 2 digit month, 2 digit day, 4 digit year; The system inserts the present date if field is skipped. The 'PIN Change date' represents the effective date of the change in PIN number.

Note: When calling cards are cancelled (removed) and SNET is notified of a PIN change, the numbers are re-entered into the system as spares, with a new PIN number. These are entered into the TBMS, with agency code 9611, sub-agency/bureau code 0010, and agency allocation 001, awaiting future reissuance.

Log

The 'Log' number is a 5 digit code, assigned by the TCU, and used for tracking purposes.

Order

Optional field: The 'Order' number is from SNET and is used for tracking purposes of stolen or lost cards

PIN Change Reason

Up to 40 characters of comment are allowed here, indicating the reason for the change in PIN number.

Comment

The 'Comment' field allows up to 40 characters of text/information regarding the calling card entry.

Circuit

To add, update, delete, or display circuit information.

Each field of the Circuit screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Circuit screen, and press the F1 key.

Each field of the Circuit screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Circuit screen is from a **Telecommunication Service Request form (TSR DAS-44)**.

The Circuit file is broken down into 4 sub-sections:

1. Information (Non-Statenet)
2. Statenet
3. Location Codes and
4. Location Miles

Primary Source: Telecommunication Service Request form (TSR) DAS-44

1) Information (Non-Statenet)

Point the arrow to a field on the Circuit Information screen and press the F1 key for information on the field and what to enter.

Each field of the Circuit Information screen, and what to enter, is described below.

Circuit

Optional 4 digit prefix code, followed by 3 digit area code, 3 digit exchange, and 4 digit extension.

The prefix code provides additional information on the type of circuit and may identify them as being part of the Statenet Network.

Installed

Date field: 2 digit month, 2 digit day, 4 digit year; If skipped, the system inputs the present date. The 'Installed' field establishes the beginning date range for which the record's information is valid. All charges received for a particular voice line, data circuit, or calling card are allocated based on date information.

FX Equipment

Checkbox: Click on or press the select key if the telephone number is FX equipment. This refers to the circuit number being linked to FX data, containing long distance records and charges.

Removed

Date field: 2 digit month, 2 digit day, 4 digit year; The 'Removed' date represents the end date for valid information pertaining to the circuit record.

Billing Type

Scroll bar: Click on the down arrow for a listing of acceptable Billing Types, then click on your choice to input. The Billing Type is a 2-digit code that determines how charges will be processed during the allocation phase and how charges will be reported.

The **Billing Type codes** are:

> **00** Regular Billable
>
> **BT** Master Billing Number, reportable on Summary Report only.
>
> **8C** Master Billing Number for **1-800** lines, reportable on Summary Report, amount also picked up into Agency Summary billing allocation for total duration and charged back to the appropriate agency at in-bound long distance rate. (current rate $0.075 per minute)
>
> **CP** **C**ellular **P**hone (LINX)
>
> **PS** **P**OCP & **S**DN billable only
>
> **SP** Master Billing Number for **S**emi-**P**ublic phone, reportable on Summary Report, amount also picked up into Agency Summary billing allocation and charged back as a pass-through amount to the appropriate agency.
>
> **99** Non-billable

Agency

4 digit code; 'Agency' is used to identify the agency/sub-agency/etc. responsible for the circuit number; A valid agency code must exist in the agency database prior to adding an associated new circuit number through the Circuit menu option; The 'Agency' code is the first of a 5-level divisional breakdown; All voice line, data circuit and calling card records have an *agency code*, sub-agency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Sub-Agency/Bureau

4 digit code; The 'Sub-Agency/Bureau' code is the second of a 5-level divisional breakdown, and identifies the sub-agency or bureau responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, *sub-agency/bureau code*, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Division

4 digit code; The 'Division`` code is the third of a 5-level divisional breakdown and identifies the agency division responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, *division code*, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Section

4 digit code; The 'Section' code is the fourth of a 5-level divisional breakdown, and identifies the agency section responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, *section code* and unit code associated with them to determine the state agency

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appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Unit

4 digit code; The 'Unit' code is the last of a 5-level divisional breakdown, and identifies the agency unit responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, section code and *unit code* associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Agency Allocation

3 digit code. The allocation code links the telephone, calling card, circuit, or cellular phone number to the agency appropriation account code string to be charged. The TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

Comment

Up to 40 characters may be entered here for an informational comment regarding the circuit.

Installed TSR

Format = nnnnn-n, where 'n' represents a numeric code representing the assigned Telecommunications Service Request (TSR DAS-44) number for the install of the circuit.

Removed TSR

Format = nnnnn-n,   where 'n' represents a numeric code representing the assigned Telecommunications Service Request (TSR DAS-44) number for the removal of the circuit number.

2) Statenet

To add, update, delete, or display Statenet information:

The STATENET database is used to correlate A and Z circuit numbers and provide inter-exchange miles for U-prefix circuits (Statenet circuits begin with "U", ex: UCCE, USCE). The Statenet database also indicates the location of local loops.

Each field of the Statenet screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Statenet screen, and press the F1 key.

Each field of the Circuit Statenet screen and what to enter is described below.

Designator

Scroll Bar: PP (Point-to-Point) , MP (Multi-Point), or DB (Digital Bridge)

Identifies the circuit type.

Circuit A

Optional 4 digit prefix code, followed by 3 digit area code, 3 digit exchange, and 4 digit extension, and optional leg #.

The prefix provides additional information on the type of circuit and identifies them as being part of the Statenet Network.

Circuit Z

Optional 4 digit prefix code, followed by 3 digit area code, 3 digit exchange, and 4 digit extension.

The prefix provides additional information on the type of circuit and identifies them as being part of the Statenet Network.

Near End

4 digit Location Code, Verified against Location Miles database

Node and Location fields are populated automatically upon input of 'Near End'.

Note: NTC and P7K are equipment USOC codes, identifying the type of equipment.

Far End

4 digit Location Code, Verified against Location Miles database

Node and Location fields are populated automatically upon input of 'Far End'.

Note: NTC and P7K are equipment USOC codes, identifying the type of equipment.

Miles

4 digit numerical value that indicates the number of miles between near and far ends.

3) Location Codes

To add, update, delete, display, or list location codes:

Each field of the Location Codes screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Location Codes screen, and press the F1 key.

Each field of the Circuit - Location Codes screen and what to enter is described below.

Location Code

4 digit acronym representing the city/town location.

City/Town

Up to 16 characters are allowed here for entering the full name of the city/town.

4) Location Miles

To add, update, delete, display, or list location miles:

Locations miles are used in the Statenet screen.

Point the arrow to a field on the Circuit - Location Miles screen and press the F1 key for information on the field and what to enter.

Each field of the Circuit - Location Miles screen and what to enter is described below.

Near End Location

4 digit acronym for city/town location.

Far End Location

4 digit acronym for city/town location.

Miles

4 digit numeric value representing the number of miles between near and far end locations.

Agency

Information

To add, update, delete, or display agency information:

Each field of the Agency Information screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Agency Information screen, and press the F1 key.

Each field of the Agency Information screen, and what to enter, is described below.

Effective Date

Date field: 2 digit month, 2 digit day, 4 digit year; If skipped, the system automatically inputs the present date. The 'Effective Date' field establishes the beginning date range for which the record's information is valid.

Expiration Date

Date field: 2 digit month, 2 digit day, 4 digit year

Agency

4 digit code; The 'Agency' code is the first of a 5-level divisional breakdown; All voice line, data circuit and calling card records have an *agency code*, sub-agency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Sub-Agency/Bureau

4 digit code; The 'Sub-Agency/Bureau' code is the second of a 5-level divisional breakdown, and identifies the sub-agency or bureau responsible for a telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, *sub-agency/bureau code*, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Division

4 digit code; The 'Division`` code is the third of a 5-level divisional breakdown and identifies the agency division responsible for a telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, *division code*, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Section

4 digit code; The 'Section' code is the fourth of a 5-level divisional breakdown, and identifies the agency section responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, *section code* and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Unit

4 digit code; The 'Unit' code is the last of a 5-level divisional breakdown, and identifies the agency unit responsible for the telephone/circuit/calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, section code and *unit code* associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Agency Name

Up to 40 characters are allowed here for entering the full name of the state agency.

Street Address

Up to 40 characters are allowed stating the street address of the agency.

City/State/Zip

Up to 20 characters for city; 5 digit zipcode with optional 4 digit extension

Contact Person

Up to 30 characters are allowed for entering the agency's contact person. The contact person should be able to assume responsibility for all matters pertaining to the agency's telephone system.

Phone Number

3 digit area code, followed by 3 digit exchange, then 4 digit extension

Mailing Label

Checkbox: Click on or press select key if applicable.

The 'Mailing Label' identifies the agency's code structure and whether a label is created for mailing (billing) to the agency central office (postage is required).

Internal Label

Checkbox: Click on or press select key if applicable

The 'Internal Label' indicates the label is created for interdepartmental mailing (no postage required).

Budget Code

To add, update, delete, and display budget code (appropriation accounting string) information:

Each field of the Budget Code screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Budget Code screen is a written request from agency's Chief Financial Officer.

Agency

Unique 4 digit code identifying the state agency.

Allocation Code

3 digit code. The allocation code links the telephone, calling card, circuit, or cellular phone number to the agency appropriation account code string to be charged. The TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

Budget Coding

Agency

4 digit code identifying state agency.

A complete agency appropriation account code string consists of Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Fund

4 digit code representing state agency fund

SID

3 digit code representing state agency Special ID

Funct

4 digit code identifying state agency's function.

Activity

8 digit code identifying state agency's activity.

Maj

2 digit code identifying state agency's major. The combination of Major/Minor entry is usually 02 100, except "systems" where 09 120 might be used.

Min

3 digit code representing the state agency's minor. The combination of Major/Minor entry is usually 02 100, except "systems" where 09 120 might be used.

Extension

7 digit code identifying state agency's extension.

Description

Optional field: Up to 20 characters are allowed have for entering a comment or description of the appropriation account code specification.

Vendor

State

To display state vendor information.

The state vendor database is utilized and maintained by another software application besides TBMS (namely SAAAS). Therefore, database entries are display mode only.

Each field of the State screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the State screen, and press the F1 key.

Each field of the State screen, and what to enter, is described below.

FEIN

Federal Tx ID #

SUFFIX

Assigned by the state if the company has multiple billing addresses

Business Address

Street address, city/town, and zip code of vendor

Remittance Address

Address to receive calling, when applicable

Contact

Optional name and number of person to contact.

Telecom

To add, update, delete, display, or list Telecom information:

Vendor Code

2 digit code uniquely identifying the Telecom vendor.

Description

Up to 30 characters are allowed for entering a descriptive name of vendor.

MAC/Repair Work

To add, update, delete, or display MAC/Repair information:

Each field of the MAC/Repair screens is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within a MAC/Repair screen, and press the F1 key.

Each field of the MAC/Repair Work screens, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the MAC/Repair screen is from a **Telecommunications Service Request form (TSR) DAS-44**.

Mac/Repair fields (first screen)

TSR Type

C, J, M, P, R, T, X or " " followed by the system assigned number

'TSR Type' is used for tracking purposes and identifies the Telecommunication Service Request type as being one of the following : **C**oin, **J**udicial, **M**obile, Adjustments/Credits (**P**), **R**epair, equipmen**T,** No Cost (**X**), or default for basic MAC work for SNET (**blank**).

Entered

Date field: 2 digit month, 2 digit day, 2 digit year (must be within the current fiscal year. The default is today)

The 'Entered' field identifies the date the record was entered into the system.

TSR Number

No input required. The system generates a TSR number automatically. The TSR number is used for tracking purposes.

Agency Req Number

4 digit Agency Code, followed by 7 digit extension

The extension is assigned by the state agency and used for audit trail purposes.

Issued

Date format: 2 digit month, day, and year. representing the date the requisition was issued for the MAC/Repair work to be done.

Inc Num

Optional field: Up to 11 alphanumeric characters may be entered reflecting the repair Incident Number.

Allocation Type

Accepts DCOS, SNEK, SDN, or BPFX indicating the category or cost pool to which an allocation is applied

Name

Up to 40 characters are allowed for entering the full name of the agency requesting the MAC/Repair work.

Agency Coding

Ag

4 digit agency code; A valid agency code must exist in the agency database prior to the code here; The 'Agency' code is the first of a 5-level divisional breakdown; All voice line, data circuit, cellular phone and calling card records have an *agency code*, sub-agency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code to which MAC/Repair charges will be applied. The combination of these codes defines the agency structure.

S Ag

4 digit sub-agency code; The 'Sub-Agency/Bureau' code is the second of a 5-level divisional breakdown, and identifies the sub-agency or bureau responsible for the MAC/Repair work; All voice line, data circuit and calling card records have an agency code, *sub-agency/bureau code*, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

The system verifies the entry with the agency master file.

Div

4 digit code; The 'Division` code is the third of a 5-level divisional breakdown and identifies the agency division responsible for the MAC/Repair work; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, *division code*, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Sect

4 digit code; The 'Section' code is the fourth of a 5-level divisional breakdown, and identifies the agency section responsible for the MAC/Repair work; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, *section code* and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Unit

4 digit code; The 'Unit' code is the last of a 5-level divisional breakdown, and identifies the agency unit responsible for the MAC/Repair work; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, section code and *unit code* associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Ag Al

3 digit code. The allocation code links the telephone, calling card, circuit, or cellular phone number to the agency appropriation account code string to be charged. The TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

The system inputs 'Agency Name' based on code input and verifies input with the agency 'Budget Code' database.

Loc

Up to 40 characters are allowed for entering the location of the agency.

Network Vendor Number

2 digit code that must be a valid code in the Telecom vendor database.

To Vendor

Date field: 2 digit month, day; and year; Optional time hh:mm; The system inputs the current date and time if the field is skipped.

'To Vendor' indicates the date the PO was sent to the network vendor.

Date Due

Date field: 2 digit month, day, and year representing the date the network vendor is scheduled to do the work.

Comment

Up to 40 characters are allowed for comments regarding the network.

Equipment Vendor (if TSR type is "T")

2 digit code that must be a valid code in Telecom vendor database.

To Vendor

Date field: 2 digit month, day; and year; Optional time hh:mm; The system inputs the current date and time if the field is skipped.

'To Vendor' represents the date the PO was sent to the equipment vendor.

Date Due

Date field: 2 digit month, day, and year representing the date the equipment vendor is scheduled to do the work.

Comment

Up to 40 characters are allowed for comments about the equipment.

Type of System

Up to 20 characters are allowed for entering system comments.

MAC/Repair fields (Screen #2)

Pressing the **Next Screen** key displays the second MAC input screen which contains the following fields:

Circuit/Line Number

Optional 4 digit code prefix, followed by 3 digit area code, 3 digit exchange, and 4 digit extension.

'Circuit/Line Number' identifies a specific voice line, or data circuit to which the change applies.

Extension

4 digit telephone extension or intercom number.

Trouble

Up to 120 characters are allowed here for entering a description of the problem.

Agency Contact

Up to 30 characters are allowed for entering the name of the person to contact regarding the trouble.

Phone

3 digit area code, followed by 3 digit exchange, then 4 digit extension, representing the telephone number of the Agency Contact.

Comments

Up to 120 characters are allowed for entering additional comments regarding MAC/Repair work.

USOC

The USOC code indicates the type of circuit. For more information on USOCs, refer to Appendix A.

Type

To add, update, delete, display, or list USOC types:

Each field of the USOC Type screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the USOC Type screen, and press the F1 key.

Each field of the USOC Type screen, and what to enter, is described below.

<u>Note:</u> **Refer to Appendix A for a list of valid USOC codes.**

USOC Type

3 digit code, uniquely identifying a USOC assigned by the TCU.

Description

Up to 40 characters are allowed for entering a descriptive name of the USOC.

SNET

To add, update, delete, display, or list SNET USOCs:

SNET USOC

7 digit code, uniquely identifying the SNET USOC.

Description

Up to 60 characters are allowed for entering a descriptive name of the SNET USOC.

Type

3 digit code that is verified against the 'USOC Type' database.

STATE

To add, update, delete, display, or list STATE USOC information:

Each field of the State USOC screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the State USOC screen, and press the F1 key.

Each field of the State USOC screen, and what to enter, is described below.

State USOC

7 digit code, uniquely identifying the State USOC.

Billing Cycle

Date field: 2 digit month, 4 digit year, identifying the billing cycle date the amount is charged to. The system defaults to the current billing cycle date.

Description

Up to 60 characters are allowed for entering a description of the charge.

Amount

Enter the dollar amount (including cents) of the charge.

DCOSS

To add, update, delete, display or list DCOSS information:

Each field of the DCOSS screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the DCOSS screen, and press the F1 key.

Each field of the DCOSS screen, and what to enter, is described below.

DCOSS Indicator

1 letter; A through Z

'DCOSS Indicator' uniquely identifies the DCOSS center.

Billing Telephone Number

3 digit area code, followed by 3 digit exchange, and 4 digit extension, identifying the DCOSS Billable Telephone Number (BTN).

City/Town

Up to 20 characters are allowed for entering the full name of the city/town.

Billing

Tape Log

To add, update, delete, display or list billing cycle cartridge/tape information:

Each field of the Tape Log screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Tape Log screen, and press the F1 key.

Each field of the Tape Log screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Tape Log screen is from the **Individual tape/cartridge label(s)**.

Billing Cycle

Date field: 2 digit month, 4 digit year, identifying the current billing cycle to the system. The system defaults to the current cycle date.

Volume Serial Number

6 digit code, listed on the cartridge/tape label, used for tracking purposes.

Seq

No input required. The system generates this 2-digit sequence number used for internal processing.

Billing Date (Rec/Ver)

No input required. The system automatically inputs the date the cartridge/tape was received, and the date the cartridge/tape was verified.

RL

No input required. The system inputs the Record Length used to inform programs reading cartridge information.

Data Set Name (Ext/Int)

Enter the last 17 characters found on SNET tape/cartridge external label. The system inputs the internal label. The 'DSN' uniquely identifies the cartridge/tape.

Media Type

Checkbox: Cartridge is the default; Click on or press the select key on 'Tape' to change.

Used to identify media type

Data Type

Checkbox: BP is the default; Click on or press the select key on either FX, SDN, LINX, or OTHER to change. If LINX is selected, the system clears the **Allow** choices.

Designation

Checkbox: The default is 'Original'. Click on or press the select key on either 'Supplemental' or 'Replacement' to change; Either will clear default **Allow** flags.

Allow

Checkbox: The defaults are Verify, Load and Merge. Click on or press the select key on 'No Label' if applicable, or if selections have been cleared due to other circumstances, select the appropriate choices.

'Allow' informs TBMS programs on what processing to perform on the data set.

Comment

Up to 40 characters are allowed for entering comments regarding cartridge or tape. information.

TCU - Received

Date field: 2 digit month and day, 4 digit year

Showing the day the tape/cartridge was received.

By:

No input required. The system automatically inputs the username who is responsible for data entry.

CATER - Sent/Returned

Date field: 2 digit month and day, 4 digit year, showing the date the tape/cartridge was sent to CATER.

Verify Req/Complete

No input required. The system generates the date and time the media was read.

Load Req/Complete

No input required. The system generates the date and time the media was loaded.

TY Summary

To add, update, delete, or display TY Summary information:

Primary Source: TYA Summary printout from SNET; (and Blue & Whites)

Billing Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

Billing Number

Default area code 203, followed by 3 digit exchange, then 4 digit extension

Identifies the BTN to which SNET applied charges; Field is validated against the Telephone Master file. Once entered, the system populates the agency code and **statewide allocation code** fields.

Amount

Enter the total dollar amount (including cents) that SNET charged for the given billing cycle, applied to the given billing number. This applies to the 1-800 lines (inbound).

Duration

Format: nnnnnn.nn

Represents the total number of minutes and seconds SNET charged for the given billing cycle applied to the given billing number. Currently, this applies only to certain POCP 1-800 inbound billing numbers

Username

No input required. The system automatically inputs the current username and date

The system USERNAME and system DATE are maintained in each record allowing TCU to maintain an accurate audit trail of transactions.

Adjustments

To add, update, delete, or display bill adjustments:

Each field of the Adjustments screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Adjustments screen, and press the F1 key.

Each field of the Adjustments screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Adjustments screen is from either TCU personnel, an agency memo, or a vendor error.

Billing Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

The billing month and year identify the billing cycle for which the adjustment will be applied.

Allocation Type

Scroll Bar: 4 digit code. Click on the down arrow to view selection list.

The 'Allocation Type' is used if an adjustment applies to all telecommunication charges during an allocation process. Generally, this affects all agencies and does not appear as a separate entry on the agencies' bills.

Ckt/Line/CC Number

Optional 4 digit code prefix, followed by 3 digit area code, 3 digit exchange, and 4 digit extension.

The 'Ckt/Line/CC Number' identifies a specific voice line, data circuit, or calling card # to which the adjustment applies. The adjustment appears on the agency's bill.

Agency Coding

Ag

4 digit agency code; A valid agency code must exist in the agency database prior to the code here; The 'Agency' code is the first of a 5-level divisional breakdown; All voice line, data circuit, cellular phone and calling card records have an *agency code*, sub-agency/bureau code, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

S Ag

4 digit sub-agency code; The 'Sub-Agency/Bureau' code is the second of a 5-level divisional breakdown, and identifies the sub-agency or bureau responsible for the telephone, circuit, or calling card number. All voice line, data circuit and calling card records have an agency code, *sub-agency/bureau code*, division code, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

The system verifies the entry with the agency master file.

Div

4 digit code; The 'Division'` code is the third of a 5-level divisional breakdown and identifies the agency division responsible for the telephone, circuit, or calling card number. All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, *division code*, section code and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Sect

4 digit code; The 'Section' code is the fourth of a 5-level divisional breakdown, and identifies the agency section responsible for the telephone, circuit, or calling card number. All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, *section code* and unit code associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Unit

4 digit code; The 'Unit' code is the last of a 5-level divisional breakdown, and identifies the agency unit responsible for the telephone, circuit or calling card number; All voice line, data circuit and calling card records have an agency code, sub-agency/bureau code, division code, section code and *unit code* associated with them to determine the state agency appropriation account code to which charges will be applied. The combination of these codes defines the agency structure.

Ag Al

3 digit code. The allocation code links the telephone, calling card, circuit, or cellular phone number to the agency appropriation account code string to be charged. The TBMS allows an agency to specify up to 1000 separate agency allocation code combinations (000 to 999).

The system inputs 'Agency Name' based on code input and verifies input with the agency 'Budget Code' database.

Budget Coding

Agency

A 4 digit numeric code which represents a specific agency to which telecommunication costs are charged. The complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Fund

A 4 digit numeric code which represents a specific agency fund to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

SID

A 3 digit numeric code which represents a specific agency SID to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Func

A 4 digit numeric code which represents a specific agency fund to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Activity

An 8 digit numeric code which represents a specific agency activity to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Mj

A 2 digit numeric code which represents a specific agency major to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes. The combination of Major/Minor entry is usually 02 100, except "systems" where 09 120 might be used.

Min

A 3 digit numeric code which represents a specific agency minor to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes. The combination of Major/Minor entry is usually 02 100, except "systems" where 09 120 might be used.

Extension

A 7 digit numeric code which represents a specific agency extension to which telecommunication costs are charged. A complete agency appropriation account code string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Billing Number

3 digit area code, 3 digit exchange, 4 digit extension, representing the Billing Number the amount is billed against.

Entered

No input required. The system inputs the DATE and USERNAME in each record allowing the TCU to maintain an accurate audit trail of transactions.

Comment

Up to 40 characters are allowed for the TCU to add additional information describing the adjustment. This appears along with the adjustment on the agency's bill.

Amount

Enter the dollar amount (including cents) of the adjustment. This is optional, but must be provided if the total duration information is not provided.

Debit/Credit

Credit is the default; Click on or press the select key on the 'Debit' field to change.

This specifies the accounting entry type of the adjustment.

Blanket Cost

To add, update, delete or display blanket cost information:

Each field of the Blanket Cost screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Blanket Cost screen, and press the F1 key.

Each field of the Blanket Cost screen, and what to enter, is described below.

The **Primary Source** of information displayed/entered on the Blanket Cost screen is from **the paper bill from vendor.**

Billing Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

Billing month and year identify the billing cycle for which the Blanket Cost applies.

Blanket Type

Use your mouse to click on the down arrow for a selection list containing: SNT (SNET), SNTC (SNET Carrier Service), ATT (AT&T), or LINX (LINX Mobile).

Total Amount

Enter the dollar amount (including cents) of the blanket bill.

Comment

Up to 40 characters are allowed for the TCU to add additional information describing the blanket cost.

Entered

No input required. The system inputs USERNAME and DATE for each record allowing the TCU to maintain an accurate audit trail of transactions.

Reports

View/Print

To view and/or print selected TBMS reports:

Each field and report category of the View/Print option is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information.

Each field of the View/Print screen, and reports listed within, is described below.

Billing Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

Report information is based on the billing cycle date.

Exception Reports

Equipment

Lists equipment charges not having corresponding Telephone Master Records or Agency Allocation information.

STATENET

Compares SNET circuits to STATENET circuits. Lists additions, duplicates, and circuits not in agreement.

BP Usage

Lists long distance calls not having corresponding Telephone Master Records or Agency Allocation information.

FX Usage

Lists total FX records read. Lists how many are allocable vs. not allocable.

SDN Usage

Lists SDN direct dial long distance detail message calls not having corresponding Telephone Master Records or Agency Allocation information.

MAC/OCC

Lists OCC detail not having corresponding Telephone Master Records, Agency Allocation information, or proper TSR information.

Directory Advertising

Lists total BP directory advertising records read, and whether each are allocable.

Local Usage

Lists total BP Local Usage records read and whether each are allocable, non-allocable, or non-billable.

Management Reports

Non-Billable

Lists non-billable equipment charges.

Equipment Summary

Lists equipment allocation, broken down by SNET equipment pass-through charges, SNET DCOSS charges, and allocated STATENET I and II charges. Totals are by State USOCs, verifying STATENET circuit and DCOSS charges have been allocated completely.

Circuit Z Exceptions

Lists circuits without corresponding circuit Z's. Lists the circuit prefix and the circuit number.

Equipment Multiple Mileage Types

List equipment records containing conflicting mileage types.

STATENET Mileage Overrides

Lists circuits with override MLG01 miles. Column heading codes BP and DB represent Billing Plus and Statenet DataBase, respectively.

FX Equipment

Lists the telecommunication number, billing number, equipment/circuit charges and a total for FX equipment.

SDN Summary

Billing details report for the Software Defined Network from AT&T. The report is broken down by agency name, billing number and access type. It lists total SDN calls and charges.

SNET TYA Reconciliation

Used to reconcile SNET TYA Summary Bill charges, SNET summary charges provided on magnetic media, and TBMS charges allocated to the individual state agencies during processing. The report is generated for each billing cycle and is broken out by agency code by BTN, and by BTN (two part report).

Management Summary

Monthly summary of costs, usage, rates, durations, records read, records processed, and billing run dates for the past 6 months. Categories are Non-Billable, SDN Usage, SNET Summary, Equipment, 1-800 Charges, Semi Public, Directory Advertising, OCC, BP/FX Usage, and Major Report Record Counts.

Billing Totals

Monthly agency totals for the past 6 months, broken down by agency code and billing cycle.

Billing Totals by Category

Broken down by agency code, bill cycle, and category.

CO957

Report sent to Office of the Comptroller on CO957's. Reports the details & charges that are on the payment list, broken down by account codes.

Vendor Expenditure

Summarizes total charges by vendor and account code string with a total for each vendor as well as a grand total.

These reports prompt for Agency Code.

Agency Reports

Calling Card

Authorizer must sign the first page of the report and return it to their Agency Business Office. The report is broken down by calling card number.

Summary Bill

Summary of telecommunication charges for the month (billing cycle).

Detail Bill

Detail of telecommunication charges for the month (billing cycle).

Equipment and Circuit

Broken down by circuit #, USOC code, and cost.

Major Primary Data

Telephone Master by Number

Numerical listing of all Billable Telephone Numbers.

Telephone Master by Agency

Numerical listing of Billing Telephone Numbers sorted by agency.

Agency Master

Alphabetical listing of state agencies.

Active Calling Card by Name

Alphabetized listing of calling cards and associated authorizers.

Active Calling Card by Number

Numerical listing of calling cards

Active WTNs by BTN

Numerical listing of working telephone numbers.

STATENET

Statenet database listing with Z number to A number cross reference.

Minor Primary Data

DCOSS

Contents of the DCOSS database

Location Codes

Location codes database

Location Miles

Location miles database

USOC Types

USOC types database

USOC SNET

USOC SNET database

USOC State

USOC state database

Telecom Vendor

Telecom database

Billing cycle specific

Data Entry Reports

Tape Log

Specific listing of tape information: Volume Serial #, Record Length, External/Internal Labels, Media Type, etc.

Tape Transmittal

A form that accompanies the tapes/cartridges to CATER.

Blanket Cost

Report is sorted by vendor

TY Summary

Listing of TY Summary input for the current billing cycle, sorted by agency code and billing telephone number (BTN).

MAC Work

Listing of MAC/Repair work for the billing cycle.

Adjustment

Adjustment listings

Logs

Run Request

The program that executes upon run request.

Print Request

The program that executes upon print request.

Process Request

To select one or more TBMS processes:

Each field and process category of the Process Request option is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information.

Each field of the Process Request screen, and processes listed within, is described below.

Billing Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

The billing month and year identify the billing cycle for which the processes apply.

Run Billing Process

Load Data From Tapes

Initializes the programs that read and transfer data.

Merge Loaded Data From Tapes

Initializes the programs that merge individual data files into monthly data files.

Add New Non-DCOSS RS1s To Master File

Adds new blocks of reserved telephone lines that SNET can't assign because they are reserved state usage.

Establish And Run From New Ref Data

Store a 'snapshot' of DATA1, for use of rerunning bills if necessary.

Run From Previous Ref Data

Exception Processing

Verifies all database input

Allocation Processing

Processes information based on pre-existing allocation algorithms.

Agency Reports

Calculates charges

Reports will process only after the completion of Exception Processing

Print Exception Reports

Equipment Exception

Lists equipment charges not having corresponding Telephone Master Records or Agency Allocation information.

STATENET Exception

Compares SNET circuits to STATENET circuits. Lists additions, duplicates, and circuits not in agreement.

BP Usage Exception

Lists long distance calls not having corresponding Telephone Master Records or Agency Allocation information.

FX Usage Exception

Lists total FX records read and how many are allocable vs. not allocable.

SDN Usage Exception

Lists SDN direct dial long distance detail message calls not having corresponding telephone master records or agency allocation information.

MAC/OCC Exception

Lists OCC detail message charges not having corresponding telephone master records, agency allocation information, or proper TSR information.

Directory Advertising Exception

Lists total BP Directory Advertising records read, and whether each are allocable.

Local Usage Exception

Lists total BP Local Usage records read and whether each are allocable.

Will process only after completion of allocation processing

Print Management Reports

Non-Billable

Lists non-billable equipment charges

Equipment Summary

Lists equipment allocation broken down by SNET Equipment Pass-through charges, SNET DCOSS charges, and allocated STATENET I and II charges. Totals by State USOCs, verifying STATENET circuit and DCOSS charges have been allocated completely.

FX Equipment

Lists the telecommunication number, billing number, equipment/circuit charges and a total for FX equipment.

SDN Summary

The billing details report for the Software Defined Network from AT&T. The report is broken down by agency name, billing number and access type and lists total SDN calls and charges.

SNET TYA Reconciliation

Used to reconcile SNET TYA Summary Bill charges, SNET summary charges provided on magnetic media, and TBMS charges allocated to the individual state agencies during processing. The report is generated for each billing cycle and is broken out by agency code by BTN, and by BTN (2-part report).

Management Summary

The summary of costs, usage, rates, durations, records read, records processed, and billing run dates for current fiscal year by month. Categories are Non-Billable, SDN Usage, SNET Summary, Equipment, 1-800 Charges, Semi Public, Directory Advertising, OCC, BP/FX Usage, and Major Report Record Counts.

Billing Totals

Monthly agency totals for the current fiscal year, broken down by agency code and billing cycle.

Billing Totals by Category

Sorted by agency code, bill cycle, and category

CO957

Details and charges that are on the payment list.

Vendor Expenditure

Vendor specific expenditures broken down by account code string as reported to the Comptroller.

No prompting for individual agencies.

Print Agency Reports

Calling Card (All Agencies)

Summary Bill (All Agencies)

Detail Bill (All Agencies)

Equipment and Circuit (All Agencies)

Mailing Labels (4 Sets)

Run Major Primary Data Reports

Telephone Master by Number

Numerical listing of BTNs.

Telephone Master by Agency

Numerical listing of BTNs broken down by agency.

Agency Master

Alphabetic listing of agencies

Mailing Labels

Alphabetic listing of mailing labels

Active Calling Card by Name

Alphabetic listing of calling cards and associated authorizers.

Active Calling Card by Number

Numerical listing of calling cards

Active WTNs by BTN

Numerical listing of working telephone numbers.

STATENET Database

Statenet database listing with Z number to A number cross reference.

Run Minor Primary Data Reports

DCOSS

Contents of DCOSS database

Location Codes

Location Codes database

Location Miles

Location Miles database

USOC Types

USOC Type database

USOC SNET

USOC SNET database

USOC State

USOC State database

Telecom Vendor

Telecom database

Run Data Entry Reports

Tape Log

Specific listing of tape/cartridge information

Tape Transmittal

A form that accompanies tapes/cartridges to CATER.

Blanket Cost

Report is broken down by vendor

TY Summary

The accounting of charges broken out by agency code and BTN.

MAC Work

MAC/Repair work listing

Adjustment

Adjustment listings

System

Defaults

To add, update, or view system defaults:

Each field of the System Defaults screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the System Defaults screen, and press the F1 key.

Each field of the System Defaults screen, and what to enter, is described below.

Billing Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

Billing month and year identify the current billing cycle for which the system will accept/display information.

Agency

4 digit code; The default is 1324

Agency 1324 receives extra reports for monitoring information.

Data 1 Dir Device

Up to 15 characters in the format: DISK$USERnn

The default is DISK$USER9

This is the directory specification for the TBMS permanent master file data.

Data 2 Dir Device

Up to 15 characters in the format: DISK$USERnn

The default is DISK$USER9

This is the directory specification for the TBMS temporary work area for permanent data files.

Data 3 Dir Device

Up to 15 characters in the format: DISK$USERnn

The default is DISK$USER9

This is the directory specification for TBMS reports from permanent master files, non-billing cycle specific.

Bill Cycle

To add, update, delete, or display billing cycle information:

Each field of the Bill Cycle screen is listed below under '**Related Topics**'. Click on a topic (field) to acquire more information. Another way to obtain this information is to click on the field in question, while you are within the Bill Cycle screen, and press the F1 key.

Each field of the Bill Cycle screen, and what to enter, is described below.

Bill Cycle

Date field: 2 digit month, 4 digit year; The default is the current billing cycle month/year.

The billing month and year identify the current billing cycle for which the system will accept or display information.

Return Date

Date field: 2 digit month and day, 4 digit year

'Return Date' informs the agencies on when the certification page, with authorizer's signature, should be returned.

Fiscal Year

No input required. The system inputs the fiscal year based on the bill cycle date.

Agency

4 digit code; The default is agency 1324,

Agency 1324 receives extra reports for monitoring purposes.

Doc Number

2 digit prefix, followed by a 10 digit code, representing the invoice number under which the bill will be paid.

Data Dir Devices

D4

Up to 16 characters in the format: DISK$USERnn

The default is DISK$USER11

This is referred to as the 'data reference area'.

D5

Up to 16 characters in the format: DISK$USERnn

The default is DISK$USER11

This is the 'input area' for programs/files which are read in.

D6

Up to 16 characters in the format: DISK$USERnn

The default is DISK$USER11

This is where TBMS programs place billing cycle specific working files.

D7

Up to 16 characters in the format: DISK$USERnn

The default is DISK$USER11

Billing cycle specific reports/listings are placed here.

Archived

No input required. The system inputs, indicating whether the billing cycle data has been archived.
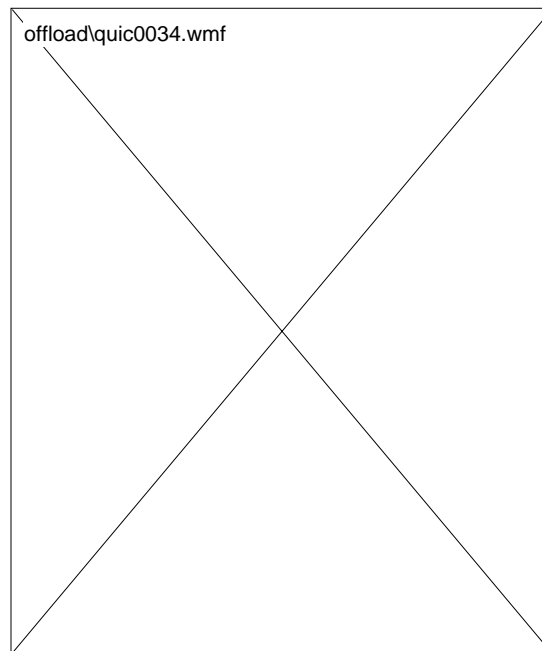
Message To Agencies:

Up to 360 characters are allowed to be entered for comments that print out on all agency bills.

Preferences

Colors

The Colors option allows you to change the background color of your TBMS screen. (The default color is gray). To change, click on the colors option and select one of the basic colors displayed, then click on 'OK'.

offload\quic0034.wmf

Window

Cascade

Arranges open windows so that the title bar of each window is visible.

Tile

Arranges open windows side by side so that all of them are visible.

Arrange Icons

Arranges into rows all program items icons for a selected group or if a group icon is selected, arranges all group icons into rows.

Appendix A

Telecommunication Billing Methodology

Introduction

The primary intent of the Telecommunication Billing Methodology is to provide, in a central computerized manner, a consistent, cost-effective and timely means by which to bill-back telecommunications charges to the various state agencies.

For each billing cycle, state agencies receive a summary bill and a detail bill, which itemize charges that were allocated to the agency for the particular billing cycle, and reported to the Comptroller for payment.

The monthly billing format that was developed consists of five principle parts listed below:

1. DCOSS/Statenet Services
2. Other Network Services
3. Other Charges and Credits
4. Adjustments
5. Cellular Phone Services

Each principle part is further broken down and explained in the following sections.

Please note: Rates listed are subject to change.

1. DCOSS/Statenet Services (Summary Section of Billing)

The DCOSS/Statenet Service charges are broken down into five categories as follows:

Category	Description
1. Line Charges	The total costs of associated charges, other than usage, for the nine DCOSS's are accumulated, then divided by the total number of active lines. This derives an allocated 'line charge'.
2. Equipment	Comprised of 'pass-through' charges that are specific to a telephone/circuit being billed. These charges are billed to the agency reflecting how they are billed from SNET.
3. Circuit Charges	Includes allocated charges; Once the State USOC rates are applied (see **Statenet Allocation** section below), the total associated allocations are compared to the total billed by SNET. Any difference is recovered by applying a 'Multiplication Factor (MF)' to each rated item. The multiplication factor ensures the total SNET billed amount is recovered through agency chargeback.
4. In-state	Total cost of in-state outbound toll call charges
5. Out-of-state	Total cost of out-of-state toll call charges

Statenet Allocation

The following terminology is used in describing statenet allocation.

'USOC' is an acronym for 'Universal Service Order Code', which is an international standard code used to identify specific equipment types or services.

'State USOCs' were assigned by the TCU and the OIT in order to group and bill an allocated charge for a specific equipment type or service.

State USOCs:

The following list is comprised of 'State' USOC codes used for the agency charge back elements of Statenet. The 'Amount' column lists base monthly rates (prior to the addition of the multiplication factor). The rates are subject to change.

USOC	Equipment/Circuit Description	Amount
A2WLL	Analog 2-wire local loop	$ 17.00
A4WLL	Analog 4-wire local loop	$ 25.00
D96LL	Digital 2.4, 4.8, 9.6 local loop	$ 70.00
D56LL	Digital 56Kb local loop	$ 95.00
DT1LL	Digital T-1 local loop	$220.00
LAC01	LAC with weighting factor of one	$ 1.50
LAC02	LAC with weighting factor of two	$ 3.00

LAC15	LAC with weighting factor of fifteen	$ 22.50
WAC01	WAC with weighting factor of one	$ 9.00
WAC02	WAC with weighting factor of two	$ 18.00
WAC15	WAC with weighting factor of fifteen	$135.00
MLG01	Mileage with weighting factor of one	$ 2.00
MLG02	Mileage with weighting factor of two	$ 4.00
MLG15	Mileage w/ weighting factor of fifteen	$ 30.00
A1MAC	Analog MAC	$ 15.00
D1MAC	Digital MAC	$ 15.00

The circuit charge(s) that appear on your agency phone bill and 'Equipment and Circuit' report, reflect the amount associated with the respective USOC code assigned to the circuits used by your agency. Most likely, the rate amount listed on your bill/report will be slightly higher than the above amount due to the addition of a multiplication factor that is applied to ensure complete allocation.

Weighting factors have been pre-determined by the DAS and are subject to change.

Weighting factors

2 wire analog   =   1

4 wire analog   =   1

9.6Kb digital   =   1

56Kb digital   =   2

T1(1.544Mb)   =   15

USOC types and descriptions, with corresponding SNET USOCs and State USOC's

SNET assigns each equipment/circuit item an SNET USOC. Based on the SNET USOC, TBMS assigns each equipment item a 'USOC Type'. Equipment/circuit items are billed based on USOC Types, along with the quantity and cost of the USOC's within those types. The 'State USOC' is used by the allocation process to apply a charge to a specific voice or data circuit. The corresponding State USOCs, listed in the following table, are subject to change.

USOC Type	Description	SNET USOC	State USOC
001	Pass through	All SNET USOCs not listed below	N/A
002	DCOSS line	CNO, RSZ, RSZNF, RUV, RUVLL, RUVNF, RVW, RVWNF, RWR, RXA, RXANF, RXN, RXR, RX2, RX2NF, RX3, RX4, RX4NF, RX5, RX6	DCOSS ↓
003	DCOSS common equipment	1LVBP, DG4, DG5, DG6, EQB, EQC, NDK, NDL, ND8, ND9, RS1, TDD, TFU, TJB, 9ZR, FALBX, XLLBX, VBD24, ZZFJZ, ZZFK1	↓

004	DCOSS bulk service	To be assigned	
005	Local loop analog 2-wire	1LX2X, ILX29	WAC01, LAC01, A2WLL
006	Local loop digital 2.4, 4.8, 9.6	1LX4X, 1LW49	WAC01, LAC01, A4WLL
007	Local loop digital 56Kb	SNQS2, SNQS4, SNQS7, SNQS9	WAC01, LAC01, D96LL
008	Local loop digital 56Kb	SNQS5, SNQS8	WAC02, LAC02, D56LL
009	Local loop T-1	SNQS1	WAC15, LAC15, DT1LL
010	Channel terminator analog	CTG, P7K	
011	Channel terminator digital	SNQSP, SNQSQ	
012	Mileage analog	1LNFX	MLG01
013	Mileage digital 2.4, 4.8, 9.6	SNQSX	MLG01
014	Mileage digital 56Kb	SNQSY	MLG02
015	Mileage digital T-1	SNQSZ	MLG15
016	Bridge analog	G7U, BT8	A1MAC
017	Bridge digital	SNQS6	D1MAC
018	STATENET1	SNQSD, SNQSF, SNQSG, SNQSN, SNQSS, SNQST, SNQSU	

2. Other Network Services

Other Network Service charges are broken down into three categories as follows:

Category	Description
Monthly Charges	Monthly billed equipment and other services: Non-DCOSS/STATENET services (Pass-through directly to agencies).

In-State
 	
• Summary Section
 	
• Detail Section
	The *summary section* totals the cost of all in-state outbound calls, which includes:
	
	    • FX
	    • POCP
	    • DCOSS
	
	This total is then divided by all FX, POCP and DCOSS minutes to derive a calculated rate. (1-800 minutes are billed separately)
	
	The *detail section* lists codes indicating the type of call (see **Charge Code table** and **Note*** below). Cost per minute is as follows:
	
	    • Bulk-billed POCP @ .065
	    • Bulk-billed FX @ .035
	    • Rated calls billed as charged directly (see Charge Code table)
	    • Calling card calls @ .030
	    • Inbound 1-800 @ .075

Out-of-State	This process totals costs of SDN interstate outbound calls (AT&T interstate, non-operator assisted calls) and divides by total SDN interstate minutes. Cost per minute @ .15

*Note: In the Detail Bill, populated 'From Town/State' and 'To Town/State' columns indicate a POCP bulk-billed discount rate from SNET (.065). If both columns are blank, it indicates an FX bulk-billed rate (.035). If the 'From Town/State' column is blank, but the 'To Town/State' column is populated, it indicates an AT&T SDN bulk-billed rate (.15).

Charge Codes:

The 'Charge' column of the Detail Bill may contain a 1-letter charge code, indicating a 'rated call'. A rated call charge is passed unchanged, directly from SNET to an agency. Charge codes and their descriptions are listed in the following table.

Code	Description
A	Non-Dial Conference Charge
B	Non-Dial Conference Leg
C	Dial Conference Bridge
D	Billable Conference Leg
E	Picturephone Charge
F	Digital Service Charge
G	Per/Coll Announce
H	Telegrams
I	Receivable Collect on a Prev Shortage
J	Dial-It Service Charge
K	Group Access Billing
L	Special Calling
M	Local/Msg Unit Charge
N	Mobile Channel Charge
O	Messenger Service Charge
P	Verify Busy Charge
Q	Interrupt Service Charge
R	660 Service Summary Rec
S	Circuit Software Data
T	Marine/Air/Train
U	Radio Link Charge
V	Marine Non-Dial Conference Charge
W	Marine Non-Dial Conference Leg Rec

3. Other Charges and Credits

Other Charges and Credits (OCC) contains the following information:

- Billing Number
- Telecommunication Service Request (TSR)
- Vendor Service Order Number
- Completion Date
- Monthly Rate
- Billed Amount

4. Adjustments

The Adjustments methodology varies depending on what point in a billing cycle the adjustment was indtroduced (before or after the agency was charged), and whether the charge is at a bulk rate or specific rate, due to the purchase or repair of a piece of equipment.

The Adjustments section contains the following information:

- Voice line, data circuit, or calling card number
- Starting and ending date of period for which the adjustment is issued
- Adjustment Amount
- Comments Regarding Adjustment

Inputs by Sources of Information

1) Billing Plus Cartridge (SNET)

    A) Statenet II

    B) DCOSS
        1) Lines
        2) Equipment
        3) MAC/Repair
        4) Misc. Credits

    C) POCP

2) AT&T SDN Cartridge (AT&T)

    A) SDN Interstate Usage

3) FX Usage Tapes (SNET)

    A) SMDR call detail for DCOSS/ARS's FX calls

4) LINX Cartridge (SNET)

    A) Cellular Phone Usage
        1. Monthly Service Charges
        2. In-State Detail
        3. Roamer Detail
        4. OCC Charges

5) Statenet Database (SNET)

6) SNET Blanket Bill

    A) Currently paper; 1600 CRIS Bill Totals by Agency

7) Other Vendor Tariffed Bills:

    A) Blanket Bills (Paper)
        1. Woodbury Tel
        2. AT&T
        3. LINX

    B) Non-Blanket Bills (Paper)
        1. C&P
        2. AT&T
        3. NY Tel/NE Tel

8) Other Vendors "Non-Tariffed"

    A) Blanket Bills (none)

    B) Non-Blanket Bills (Paper)
        1. SNET
        2. AT&T
        3. NYNEX
        4. SONITROL
        5. AIM
        6. Valley
        7. MetroMobile
        8. All Others

Telecom Vendors

Valid Telecom Vendors:

01   SNET Blanket Bill

02   Faxworks

03   SNET/Linx Blanket

04   AT&T Private Lines

05   Woodbury Telephone

06   Misc Vendor #6

07   AT&T ARS

08   Nynex Meridian

09   Telcom

10   Telspan

11   Total Communications

12   US Sprint

14   AT&T WATS

Glossary of Terms

Agency Allocation Code

A 3 digit numeric code which is used to identify a specific agency appropriation account account code. Codes are assigned by the individual agency.

agency appropriation account code

A group of numeric codes which represents a specific account to which telecommunication costs are charged. Complete agency appropriation account coding includes: Agency, Fund, SID, Function, Activity, Major, Minor, and Extension codes. Each unique appropriation account coding string should be assigned a 3-digit allocation code that DAS Telecommunications uses for billing purposes.

Agency Budget Code

A group of numeric codes which represents a specific account to which telecommunication costs are charged. Complete agency appropriation account accounting string includes: Agency, Fund, Special ID, Function, Activity, Major, Minor, and Extension codes.

Agency Information

A group of numeric codes which identifies a billing entity. Includes agency, sub-agency, division, section, and unit. Each code is 4 digits long and are assigned by the individual agencies to identify levels within the agency structure.

algorithm

A prescribed finite set of well defined rules or processes for the solution of a problem in a finite number of steps. A mathematical formula for an operation.

Allocation Process

The process of distributing total costs based on predefined rules.

Allocation Type

A code which indicates a category or pool to which an allocation is applied. Allocation types are assigned by TCU.

Billing Plus (BP)

SNET format for providing billing information on magnetic media. (Billing Plus exception detail)

BOSS

Acronym for Business Office Support Systems section of DAS/BBS.

BTN (Billing Telephone Number)

The master billing number used for grouping charges from various voice lines, data circuits or calling cards together.

CATER

Connecticut Administrative Technologies Center

CO957

A State of Connecticut form listing total charges by agency appropriation account code for reporting to the Comptroller.

DAS-44

The Telecommunications Service Request (TSR) form, used when requesting/ordering adds, changes, removals, of telecommunication equipment, network, or miscellaneous items.

Data Set

A collection of data, usually in a file on a disk.

database

A collection of data structured and organized in a disciplined fashion so that access is possible quickly to information of interest. Usually there are multiple databases related to each other by some common thread, such as 'agency allocation accounting string'. Databases are made up of two elements, a record and a field. A record is one complete entry in a database, e.g. (203) 566-1111, John Doe, 100 Main Street, Hartford, CT 06106. A field would be the street address field, namely 100 Main Street.

DCOSS

Acronym for Dedicated Central Office Switched Service. Currently, there are 9 DCOSS centers established for the State of Connecticut, allowing for direct dial to other voice lines without need of dialing an exchange.

FX

Foreign Exchange - a dedicated line that a caller can randomly hook into and receive a lower rate on their phone call. An FX line extends from one town to another and generally is used as an alternative to long distance whena large volume of calls are placed to a given city.

group icon

The icon that represents a group in Program Manager when the group window is minimized (reduced). To open a group and view its contents, you choose the group icon.

MAC

Moves, Adds, and Changes

Mandatory fields

Mandatory fields require a user to input data before proceeding. Cursor will lock on field until valid input is entered.

Maximize Button

Clicking on the Maximize button fills the screen with the current TBMS window.

Menu Bar

The menu bar displays the main menu options of the TBMS. Each menu option contains an underlined character key and can be executed by pressing the ALT key, followed by the appropriate underlined character.

Minimize Button

Clicking on the Minimize button shrinks the current screen to an icon.

Multi-Point

A configuration or topology, designed to transmit data between a central site and a number of remote terminals on the same circuit. Individual terminals will generally be able to transmit to the central site but not to each other. A multi-point circuit consists of multiple drops or legs. The entire circuit is reference by one circuit number but each drop has its own leg destination.

OCC

Other Charges and Credits. A section of the agency telephone bill.

OIT

The Office of Information Technology in the Office of Policy and Management.

OIT (Office of Information Technology)

State department responsible for architecture and info structure of Information Technology.

On-line

When a device is actively connected to a PBX or a computer, it is "on-line". Terminals, PCs, modems, and phones are often "on-line".

On-line Help

On-line help gives you access to a user's manual on your computer.

Other Network Services

Network related costs other than STATENET services.

PIN

Personal Identification Number. A group of characters entered as a secret code to gain access to a computer system, such as the one that completes long distance calls.

POCP

Private Optional Calling Plan - A method for applying bulk rate discounts for services by SNET.

Point-to-Point

A circuit which runs from one location to another and is referenced by an 'A' circuit number and a 'Z' circuit number.

Program

Instructions given to a computer or automated phone system to perform certain tasks. Most vendors improve their software programs continuously.

record identifier

A selected field of record information (data) that is unique enough to be used as search criteria in record sorting. The system will search for all records containing information that matches the record identifier criteria that was requested by the user.

SAAAS

State Agency Accounting Appropriation System

SDN

Software Defined Network. A method of applying bulk rate discounts for services by AT&T.

SNET

Acronym for Southern New England Telephone.

SNET USOC

A USOC originating from SNET.

State USOC

A state defined USOC (USOC code and method assigned by TCU and OIT) used to group and bill an allocated charge.

STATENET

Statewide telecommunications network solely dedicated to the State of Connecticut.

Summary Charges

Includes grand totals of charges applied to a specific voice line, data circuit, or calling card number.

T-1

A digital, high-capacity transport which utilized the process of compressing multiple low data rate bit streams into a single high rate bit stream.

TBMS

Telecommunication Billing Management System. A computerized system, developed by DAS, which accepts bulk billing input from Telecommunication Vendors for the State of Connecticut, by processing, sorting, storing, and reporting appropriate telephone bill information.

TCU (TeleCommunication Unit)

DAS/OTC Unit primarily responsible for telecommunication order processing, contract administration and agency billing.

telephone line

That portion which is identified with a telephone number and is leased from either SNET or AT&T.

Title Bar

The title bar displays the name of the current system.

topology

Network Topology. The geometric physical or electrical configuration describing a local communication network - the shape or arrangement of the system.

TSR

Telecommunications Service Request. Form used for ordering/requesting equipment, netowrk, or miscellaneous service or repairs.

Ty Summary

TY and TYA refer to the SNET term "TYpe of Account" used by SNET for the blanket billing method for the State of Connecticut.

TYA Summary

TY and TYA refer to the SNET term "TYpe of Account" used by SNET to blanket bill all charges for the State of Connecticut, allowing for bulk rate discounts

USOC

Universal Service Order Code - An international standardized code for identifying specific equipment types or services.

USOC Type

A categorization of SNET USOCs.

Vendor Expenditure

Vendor specific expenditures broken down by account code string as reported to the Comptroller.

WATS

Acronym for Wide Area Telephone Service.

WTN (Working Telephone Number)

A specific voice line number from which calls can originate.

Index

Business Requirements

Overview:

The DOIT Business Administration Division's Telecomm Admin Group (TAG) needs to have its automated information repository and order processing/billing application reengineered and/or replaced in whole or part to support its business functions. These functions include the processing of telecomm service requests electronically from every State agency and submitting those requests electronically to contracted Telecomm service and equipment providers, the receiving and processing of electronic billing from those vendors and the interfacing of the accounts payable function with the State's centralized accounting system (Oracle/PeopleSoft financial modules v8.9) and inventory database management and utilization tracking and reporting.

The automated Telecomm Billing and Management System (TBMS) **must**:

- Provide a structured linked repository of telecommunications service requests, payment processing, cost allocation, usage reporting and asset inventory and reporting.
- Provide system security for TAG to maintain user accounts to allow workflow processing and multi-tiered structured access to authorized users of the application.
- Provide status tracking and audit trail for all transactions in process and for those completed.
- Provide a timely and secure flexible mechanism for the generation of management reports on transactions, utilization and assets.
- Accept billings for usage or purchase of telecommunications services and equipment from any and all vendors in electronic format.
- Create electronic payment data files for all services and equipment transactions for transmission to the Comptroller's central accounting system (Oracle/PeopleSoft financial modules v8.9.)
- Provide the ability to apply direct, allocated, one-time and/or pro-rated charges or credits to customer agency bills.
- Provide facility to maintain inventory master files of all standard and recurrent data such as telephone system inventories, telephone and circuit numbers, agency installation locations, cellular, pager and calling card numbers and responsible users.
- Provide facility to maintain and electronically update customer agency locations, contact information and addresses.
- Provide facility to maintain and/or interface to centralized accounting system to maintain and electronically update vendor contact information and addresses for correspondence, ordering and payment.
- Provide facility to maintain and/or interface to centralized accounting system to maintain and electronically update comprehensive customer agency accounting

coding for each inventory item, i.e., telephone system, telephone number, circuit number, wireless number, calling card, etc.

- Provide facility to maintain and/or interface to centralized accounting system to maintain and electronically update comprehensive customer agency accounting coding for each usage transaction/activity as to source, destination, type of usage (voice, video, fax, radio), duration, vendor, cost accounting and type (use, repair, install.)

- Provide the ability for recovery and/or crediting for charges that were applied to incorrect accounts by date or time period.

- Provide a method of comparing invoice data from vendors with contract data stored in the system for verification of charges prior to payment to vendors.

- Provide the ability to include comment information on payment records to identify when special processing has been performed.

- Provide the ability to apply comprehensive pre-processing editing where feasible for data accuracy and fault reporting and allow data correction before processing.

- Provide the ability to support multiple levels of agency departmental structure.

- Provide the ability to support multiple levels of billing, i.e., installed at one location, but billed to another location/agency.

- Provide the ability to perform system re-runs with appropriate master and summary file recreation(s) to correct errors or apply special charges or credits (check points/restarts.)

- Execute system operations with minimal manual intervention.

- Provide ability to store historical billings, usage details, payment information and invoicing data for auditing and analysis purposes.

- Provide single-point entry of data elements, which then update all affected files and processing routines.

- Provide direct updating of Master Files via on-line or electronic media by TAG personnel with appropriate security controls.

- Provide on-line view-only access to Master Files for inquiry by TAG personnel and Agency staff and customer agency personnel with appropriate security controls.

- Provide edits at each stage of processing to identify out-of-balance or erroneous conditions.

- Provide fraud or misuse edits during processing and issues appropriate warning messages.

- Provide for electronic transmission of data between TAG repository and customer agencies

- Provide for outputs in detail and summary format to agency users.

- Maintain contract data by vendor in an on-line capacity for ease of maintenance and interface.

- Provide the ability to interface with other State data systems from various vendors and using assorted software as necessary.

- Provide a facility for acceptance of data from remote call accounting systems for agency locations with PBX equipment and allocation of costs via cost accounting algorithms where necessary.
- Provide a flexible report generator with the capability to provide a variety of management reports.

The automated Telecomm Billing and Management System (TBMS) **may also:**

- Include the ability to maintain, update and publish to the Internet a Statewide Telephone and E-Mail Directory using data extracted from the Centralized HR System (People Soft.)

TBMS SAR

(Overall DB Size = 4.6 Gigabytes)

System Interface Table

Data Source (System)	Transfer Method	Frequency	File	File Name	Records	Rec Len	Bytes	Blocks
Core-CT AP006 Voucher Interfac	FTP	Monthly	Voucher Entries	AP006.TXT	1399	125	174875	341
AT&T	CD	Monthly	N/A	N/A	N/A	N/A	N/A	N/A
Verizon	E-Mail (Zip File)	Monthly	Combined	BAM.TXT	204267	152	31048584	60641
MCI	E-Mail (Zip File)	Monthly	Summary	MCISUM.TXT	327	109	35643	69
			Detail	MCIDTL.TXT	632856	201	127204056	248445
			OCC	MCIOCC.TXT	998	176	175648	343
Cingular	CD	Monthly	Summary	CINGULARSUM.TXT	51	122	6222	12
			Detail	CINGULARDETAIL.TXT	10754	176	1892704	3696
			OCC	CINGULAROCC(CHARGE/CR).TXT	77	75	5775	11
SBC	Data Cartridge	Monthly	Summary	BP_SUM.SEQ	2573	132	339636	663
			Detail	BP_DET.SEQ	1299386	105	136435530	266475
			Current Charges	BP_CURRCHRG.SEQ	6571	254	1669034	3259
			Equipment Charges	BP_EQUIP_CHG.SEQ	138271	136	18804856	36728
			Equipment Text	BP_EQUIP_TXT.SEQ	32972	250	8243000	16099
			Local Usage Charges	BP_LOCUSE_CHRG.SEQ	50	54	2700	5
			OCC Charges	BP_OCC_CHG.SEQ	547	102	55794	108
			OCC Text	BP_OCC_TXT.SEQ	699	236	164964	322
			WATS	BP_WATS800.SEQ	0	0	0	0
Nextel	FTP	Monthly	Summary	NEXTELSUM.TXT	2759	303	835977	1632
			Detail	NEXTELRMRDTL.TXT	336115	186	62517390	122104
			OCC	NEXTELOCC.TXT	1030	155	159650	311
				Totals:	**2671702**	**3049**	**389772038**	**761264**
				Yearly Totals (online storage)	**32060424**	**36588**	**4677264456**	**9135168**

TBMS Sys/App Data Files

BILLING_NUMS.DAT							1536	3
CC_BURST_AND_TRIMMED.DAT							512	1
CELL_BURST_AND_TRIMMED.DAT							512	1
DEPT.DAT							1024	2
DET_BURST_AND_TRIMMED.DAT							512	1
MCI_ACCOUNT_NUMS.DAT							512	1
TBMS_PROC_REQ.DAT							6144	12
TBMS_RPTS_VIEW.DAT							11264	22
				Total Size for 8 *.DAT Files			**22016**	**43**

ADJUSTMENT.IDX						4482560	8755
AGENCY_BUDGET_CODE.IDX						791040	1545
AGENCY_MASTER.IDX						1054720	2060
AGENCY_TOTALS.IDX						1740288	3399
BILLING_CYCLE.IDX						263680	515
BILLING_CYCLE_TOTALS-RESTORE.IDX						263680	515
BILLING_CYCLE_TOTALS.IDX						263680	515
BLANKET_COSTS.IDX						263680	515
CALL_CARD_NAME.IDX						5168128	10094
CALL_CARD_STATUS.IDX						791040	1545
CC_PIN.IDX						1265664	2472
CELLULAR_TOTALS.IDX						24627712	48101
CELL_ADD_INFO.IDX						2531328	4944
DCOSS.IDX						263680	515
DEFAULTS.IDX						52736	103
LAST_AGENCY_REQ_NUM.IDX						158208	309
LAST_REPAIRTSR_NUM.IDX						52736	103
LAST_TSR_NUM.IDX						52736	103
MACOCC.IDX						3058688	5974
MACOCC_REPAIR.IDX						369152	721
PAYPLANS.IDX						158208	309
PROC_REQ.IDX						263680	515
REQUEST.IDX						105472	206
STATENET.IDX						580096	1133
STATENET_BTNS.IDX						52736	103
STATENET_LOC_CODE.IDX						263680	515
STATENET_LOC_MILE.IDX						316416	618
STATENET_SNET.IDX						369152	721
TBMS_SEC_REQUEST.IDX						52736	103
TELECOM_VENDOR.IDX						316416	618
TELEPHONE_MASTER.IDX						80738816	157693
TSR.IDX						23467520	45835
TSR_CC.IDX						1107456	2163
TSR_COMMENT.IDX						25418752	49646
TSR_DATA.IDX						896512	1751
TSR_DIR_LIST.IDX						158208	309
TSR_EQUIP.IDX						2953216	5768
TSR_EQUIP_VENDOR.IDX						263680	515
TSR_NETWORK.IDX						1845760	3605
TSR_OTHER.IDX						316416	618
TSR_PUB_DIR.IDX						210944	412
TSR_PUB_TEL.IDX						158208	309
TSR_REPAIR.IDX						1054720	2060
TSR_STATUS.IDX						158208	309
TSR_SYSTEM_TYPES.IDX						263680	515
TSR_TYPE.IDX						158208	309
TY_SUMMARY.IDX						20777984	40582
USER_ACCESS.IDX						316416	618
USOC.IDX						263680	515
USOC_AMT_TOTALS.IDX						4746240	9270
USOC_SNET.IDX						1318400	2575
USOC_STATE.IDX						263680	515
			Total Sizes for 52 *.IDX files			**216850432**	**423536**

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TBMS_RPTS_VIEW.DAT	11264	22
Total Size for 8 .DAT Files	22016	43

February 24, 2006

RFI - #06ITZ0029

State of Connecticut
Department of Information Technology

Request for Information
For
Telecommunications Management and Billing System

Issue Date:
   February 24, 2006

Question Cut-Off Date:
   March 10, 2006, 3:00 pm

RFI Response Due Date:
   March 24, 2006, 2:00 pm

Issued by:
   State of Connecticut
   Department of Information Technology
   101 East River Drive
   East Hartford, CT 06108

1   Requirements and Deadlines for Questions and Responses

This Request for Information (RFI) outlines the information being solicited from vendors and includes guidelines for content and format of responses. From this RFI's issuance date of February 24, 2006, vendors choosing to respond will have **two weeks** to respond with questions and **four weeks** to submit their completed written responses.

All questions must be in written form, submitted using electronic mail and addressed to
Bernard.ODonnell@ct.gov
Written questions must be submitted no later than 3:00 pm on March 10, 2006

Late responses may or may not be considered, and the Department of Information Technology will determine this. The postal address for RFI responses is:

> Bernard O'Donnell
> State of Connecticut
> Department of Information Technology
> 101 East River Drive
> East Hartford, CT 06108

Parties desiring to respond to this RFI must do so in writing, providing one original and five complete copies of the submitted response. Responses will be reviewed by the agency and, depending on the results of that review, additional information or product/service demonstrations may be requested. No contract will result directly from this RFI. Following the review of submitted information, the Department of Information Technology (DOIT) will determine the best course of action. If DOIT determines that a Telecommunications Management and Billing System should be procured, a Request for Proposals (RFP) will be issued. This RFI process is intended to help DOIT research a variety of available products and services so that DOIT can determine the best strategy for the State.

1.1 Introduction

The State of Connecticut is considering the replacement of its existing Telecommunications Billing and Management System (TBMS). Prior to issuing an RFP for this, the Department of Information Technology would like to gain a better understanding of the products and services available for either the purchase of a new system or the use of a service to accomplish this function.

Factors to be reviewed include:

‣ Cost
‣ Experience and capabilities of the provider
‣ Technical capabilities of the product or service
‣ Time to implement a product or service
‣ Conversion of data from existing systems
‣ Ability of DOIT to return to an in-house system (if desired) after using a service

2   Current Environment

The State utilizes a great variety of telecommunications products and services from numerous service providers. These services include switched and dedicated services, voice, data, and wireless services. Among other functions, DOIT currently serves as the central telecommunications billing service provider to most State agencies. The Judicial and Legislative branches of government, as well as the constituent units of The Department of Higher Education, have purchasing autonomy that allows those organizations to contract for telecommunications services on their own without DOIT involvement, but they do have the option of choosing to obtain services and billing through DOIT. This varies on an ongoing basis, service-by-service. The next two pages illustrate this.

Entities Statutorily Required to Utilize DOIT Contracts & Services	Entities Statutorily Required to Utilize DOIT Contracts & Services (Cont'd)	Entities with Information Technology Purchasing Flexibility
Administrative Services, Department of	Medical Examiner, Office of the Chief	Academic Awards, Board for State / Charter Oak College
Agricultural Experiment Station, The Connecticut	Mental Health and Addiction Services, Department of	African American Affairs Commission (Legislative Branch)
Agriculture, Department of	Mental Retardation, Department of	Auditors of Public Accounts (Legislative Branch)
Attorney General, Office of the	Military Department	Capitol Child Development Center (Legislative Branch)
Banking, Department of	Motor Vehicles, Department of	Commission on Children (Legislative Branch)
Child Advocate, Office of the	Parole, Board of	Community College – Asnuntuck
Children and Families, Department of	Police Officer Standards and Training Council	Community College – Capital
Claims Commissioner, Office of the	Policy and Management, Office of	Community College – Housatonic
Comptroller, Office of the State	Properties Review Board, State	Community College – Gateway
Consumer Counsel, Office of	Protection and Advocacy for Persons with Disabilities, Office of	Community College – Manchester
Consumer Protection, Department of	Psychiatric Security Review Board	Community College – Middlesex
Correction, Department of	Public Health, Department of	Community College – Naugatuck Valley
Correctional Industries	Public Safety, Department of	Community College - Northwestern Connecticut
County Sheriffs	Public Utility Control, Department of	Community College – Norwalk
Criminal Justice, Division of	Public Works, Department of	Community College - Quinebaug Valley
Culture and Tourism, CT Commission on	Revenue Services, Department of	Community College – Three Rivers
Deaf and Hearing Impaired, Commission on the	Secretary of the State, Office of	Community College – Tunxis
Economic and Community Development, Department of	Siting Council, Connecticut	Community College, Board of Trustees
Education, Department of	Social Services, Department of	Connecticut Development Authority
Education and Services for the Blind, Board of	Soldiers', Sailors', and Marines' Fund	Connecticut Innovations, Inc.
Elections Enforcement Commission, State	Special Revenue, Division of	Connecticut Lottery Corporation
Employment Security Division, Department of Labor	Teachers' Retirement Board	Connecticut State University, Board of Trustees
Environmental Protection, Department of	Transportation, Department of	Connecticut State University, Central
Environmental Quality, Council on	Treasurer, Office of the State	Connecticut State University, Eastern
Ethics Commission, State	Veterans' Affairs, Department of	Connecticut State University, Southern
Fire Prevention and Control, Commission on	Workers' Compensation Commission	Connecticut State University, Western
Firearms Permit Examiners, Board of		Higher Education, Department of
Freedom of Information Commission		Judicial Branch
Governor's Office		Legislative Branch
Health Care Access, Office of		Latino and Puerto Rican Affairs, Commission on (Legislative Branch)
Human Rights and Opportunities, Commission on		Permanent Commission on the Status of Women (Legislative Branch)
Information Technology, Department of		Probate Court Administration (Judicial Branch)
Insurance, Department of		Public Defender Services, Division of (Judicial Branch)
Judicial Review Council		University of Connecticut
Judicial Selection Commission		University of Connecticut Health Center
Labor, Department of		
Library, Connecticut State		
Lieutenant Governor, Office of the		

For additional information of a general nature pertaining to Connecticut state government and its agencies, refer to http://www.ct.gov/

2.1 Telecommunication Billing and Management System

DOIT's Telecommunications Billing and Management System (TBMS) contains a number of Cobol programs, written in the late 1970's for a Unisys Mainframe, converted in the early 1990's to run on a DEC VAX.

Through the system, state agencies are able to place orders and download monthly, consolidated bills. Through TBMS, DOIT is able to:

‣ Receive billing data from its contracted vendors

‣ Maintain a telephone number/circuit master file and agency account information

‣ Allocate shared network services

‣ Receive telecommunications service requests from agencies, assign a tracking number and send it to the vendor

‣ Produce agency monthly network services bills

‣ Create monthly charges by agency accounts for input into the State's accounting system, where this information is used to charge the agency account and make payment to vendors.

There are many manually processes that must be done outside of the TBMS system including, receipt and payment of telecommunications equipment invoices and non-electronic network vendor invoices, master file updates, and contract rate verification. TBMS contains no inventory module.

3   Responses to RFI

3.1 Scope of RFI

Responses to this RFI will be used by the State to assess the viability of various alternatives. No contract will result directly from the RFI process. The responses to this RFI will be used to determine whether an RFP should be issued to consider alternatives to the existing TBMS system.

3.2 Quality of Responses

Well-organized and concise responses are encouraged in order to facilitate the State's assessment. Responses must follow the same order as this RFI document and utilize the same section numbering system.

3.3 Product and Service Availability

The State expects that the system and services described in response to this request for information are generally available as of the date that responses are due. Responders must explain any exceptions.

4   Information Required

Each of the following paragraphs in this section should be acknowledged and answered. Thorough answers that address all points are expected. Responses should clearly address both transitional and ongoing issues. Information about potential service-oriented approaches as well as potential State-owned systems is sought. It is understood that respondents may be in the business of providing either or both of these options, and that some respondents may not be providing information to address all aspects of both options.

4.1 System Purchase Versus Service Solution

The respondent should describe the differences, benefits, and detriments contrasting purchase, implementation, and ongoing use of a State-purchased system versus the State's use of a contracted service to accomplish the same functions. If appropriate, describe whether and how a combination of a service and system might be used.

If the State were to use a service versus purchasing a system, describe the transition that would be required, at the end of the contract, to revert to a purchased system solution.

The respondent should identify the quantity and qualifications of State staff resources that would be needed to operate and manage the contracted service solution and/or the State-owned system solution.

4.2 Costs: System versus Service

For customers of similar size and complexity as the State of Connecticut, identify the estimated cost of purchase, conversion, and operation of both a service and system as a percentage of the monthly telecommunications bill.

4.3 Service Solution

The respondent should indicate whether their contracted service could:

1. Serve as the single billing interface between telecommunications vendors and the State.
2. Allow the State to make payments directly to telecommunications vendors.
3. Receive, log, and track all invoices, credits, refunds, and other billing-related activity.
4. Analyze and reconcile invoices to ensure accuracy and consistency with contracted rates and services.
5. Remove any incorrect charges such as taxes, ancillary charges, installation charges that should be waived, or other overcharges.
6. Ensure that removed services are removed from the State bill on the correct dates.
7. Obtain billing credits and refunds on behalf of the State when required.
8. Allocate costs across State agencies.
9. Provide validated payment lists to DOIT.
10. Host web-based billing detail and reports for access by DOIT and State agencies.
11. Identify and resolve billing errors.
12. Respond to billing inquiries by service providers and by the State.

4.3.1 Service Solution Architecture

The respondent should describe the systems application and technical architecture and security features below:

1. Describe the application architecture
2. Describe all software license requirements
3. Describe how system releases and upgrades are handled
4. Describe the technical architecture and network required to operate the system
5. Describe disaster recovery and business continuity capabilities
6. Describe adaptability to support modifications to data layouts of bills, rate changes, and services provided
7. Describe the systems ability to maintain confidentiality requirements for protective services telephone numbers
8. Describe the systems accessibility for users with disabilities
9. Describe the systems ability to provide calling details related to freedom of information requests

10. Describe the systems ability to support ad hoc query analysis
11. Describe the systems configuration and administrative requirements that would need to be performed by the State
12. Describe the systems ability to distribute lump sum credits and adjustments
13. Describe the systems audits and controls to prevent duplicate and erroneous payments

4.4 State-Owned System Solution

The respondent should identify whether the State-owned system would have the capability to:

1. Serve as the single billing interface between telecommunications vendors and the State.
2. Allow the State to make payments directly to telecommunications vendors.
3. Receive, log, and track all invoices, credits, refunds, and other billing-related activity.
4. Analyze and reconcile invoices to ensure accuracy and consistency with contracted rates and services.
5. Remove any incorrect charges such as taxes, ancillary charges, installation charges that should be waived, or other overcharges.
6. Ensure that removed services are removed from the State bill on the correct dates.
7. Obtain billing credits and refunds on behalf of the State when required.
8. Allocate costs across State agencies.
9. Provide validated payment lists to DOIT.
10. Host web-based billing detail and reports for access by DOIT and State agencies.
11. Identify and resolve billing errors.
12. Respond to billing inquiries by service providers and by the State.

4.4.1 State-Owned System Architecture

The respondent should describe the systems application and technical architecture and security features below:

1. Describe the application architecture
2. Describe all software license requirements
3. Describe how system releases and upgrades are handled
4. Describe the technical architecture and network required to operate the system
5. Describe disaster recovery and business continuity capabilities
6. Describe adaptability to support modifications to data layouts of bills, rate changes, and services provided
7. Describe the systems ability to maintain confidentiality requirements for protective services telephone numbers
8. Describe the systems accessibility for users with disabilities
9. Describe the systems ability to provide calling details related to freedom of information requests
10. Describe the systems ability to support ad hoc query analysis
11. Describe the systems configuration and administrative requirements that would need to be performed by the State
12. Describe the systems ability to distribute lump sum credits and adjustments
13. Describe the systems audits and controls to prevent duplicate and erroneous payments

4.5 Transition

The respondent should describe how a transition to their service or system would be accomplished without adversely affect the existing billing function, delaying payments to telecommunications vendors or cause the State to incur additional costs.

4.6 PeopleSoft Compatibility

The respondent should describe its capability to interface with PeopleSoft. Include references, as identified in Section 5, of at least two organizations of similar size and complexity as the State where this has been accomplished and how it was accomplished. Describe any problems encountered and how these were remedied.

4.7 Transition Plan

The respondent should provide copies of detailed transition plans from previous projects of comparable size and scope. The plans should be from a project undertaken with one of the references provided in section 5. The plans should address timeframe from contract award to service conversion or system implementation; initial payments to vendors; and bill processing to agencies.

5 References: Existing Customers

The respondent must provide at least three references similar in size to the State of Connecticut who have transitioned their billing operations to the respondent's system or service. For each reference, provide:

- ‣ The reference organization's name
- ‣ Contact person name
- ‣ Address
- ‣ Telephone number
- ‣ Electronic mail address
- ‣ A brief description of the services provided or the system modules use by the reference.